GFI Product Manual

GFI MailArchiver™

Administrator Guide

The information and content in this document is provided for informational purposes only and is provided "as is" with no warranty of any kind, either express or implied, including but not limited to the implied warranties of merchantability, fitness for a particular purpose, and non-infringement. GFI Software is not liable for any damages, including any consequential damages, of any kind that may result from the use of this document. The information is obtained from publicly available sources. Though reasonable effort has been made to ensure the accuracy of the data provided, GFI makes no claim, promise or guarantee about the completeness, accuracy, recency or adequacy of information and is not responsible for misprints, out-of-date information, or errors. GFI makes no warranty, express or implied, and assumes no legal liability or responsibility for the accuracy or completeness of any information contained in this document.

If you believe there are any factual errors in this document, please contact us and we will review your concerns as soon as practical.

All product and company names herein may be trademarks of their respective owners. Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and other countries.

GFI MailArchiver® is copyright of GFI SOFTWARE Ltd. - 1999-2012 GFI Software Ltd. All rights reserved.

Document Version: 2.0.2

Last updated (month/day/year): 1/28/2013

Contents

1 About GFI MailArchiver® 16

1.1 Introduction to GFI MailArchiver 16
1.2 How Does GFI MailArchiver Work? 16
1.3 GFI MailArchiver Licensing 17
1.3.1 Terms and conventions used in this manual 17
1.4 Legal Compliance 17

2 Installing GFI MailArchiver 18

2.1 System Requirements 18
2.1.1 Software Requirements 18
2.1.2 Hardware Requirements 20
2.1.3 Important Settings 20
2.2 Where Should I Install GFI MailArchiver? 23
2.2.1 Preparing the Journal Mailbox 24
2.2.2 Preparing the Journal Mailbox in Microsoft® Exchange Server 2003 24
2.2.3 Preparing the Journal Mailbox in Microsoft® Exchange Server 2007/2010 24
2.3 Choosing and Preparing a Database 25
2.3.1 Choosing Your Database Type 25
2.3.2 Using GFI MailArchiver Database 26
2.3.3 Using SQL Server® Express 27
2.3.4 Using Microsoft® SQL Server 28
2.4 Before You Install 29
2.5 Installing GFI MailArchiver 29

3 GFI MailArchiver Post-install Wizard 31

3.1 License Configuration 32
3.2 Configure Archive Store Settings 32
3.2.1 Configure Archive Store - GFI MailArchiver Database 34
3.2.2 Configure Archive Store - SQL Server® 36
3.3 Configure Archiving Method 40
3.3.1 Set Up a Journal Mailbox 42
3.4 Finalizing the Post Install Setup 44
3.5 Test Your Setup 45

4 Upgrading From Previous Versions 48

4.1 Why Upgrade to GFI MailArchiver 2012? 48
4.1.1 What Benefits do the new Archive Stores offer? 48
4.2 Upgrading from Versions Earlier than GFI MailArchiver 2012 48
4.3 Before You Upgrade 49
4.4 Upgrading GFI MailArchiver 50
4.5 Post Upgrade Actions 51
4.5.1 Check Licensing 51

5 Using GFI MailArchiver 53

5.1 Logging In GFI MailArchiver 53

5.2 Browsing Archived Emails 53
5.3 Working With Emails 55
5.4 Searching Archived Emails 56
5.4.1 Advanced Search 57
5.4.2 Email Search Using Smart Phones 58
5.5 Accessing Multiple Mailboxes 62
5.6 GFI MailInsights 63
5.6.1 GFI MailInsights Requirements 64
5.6.2 Generating Reports 64
5.6.3 Scheduling Reports 65
5.6.4 Communication Flow 65
5.6.5 WebMail Use 68
5.6.6 Email Responsiveness 70
5.6.7 Storage Use 72
5.6.8 Inactive Accounts 74
5.6.9 Inappropriate Words 75
5.6.10 Internal Spammers 77
5.6.11 Outside Office Hours 80
5.6.12 Data Leakage Detection 83
5.6.13 Job Search 84
5.6.14 Phrase Search 86
5.6.15 User Traffic Report 89
5.7 Changing User Preferences 90

6 Monitoring GFI MailArchiver operations 92

6.1 Introduction 92
6.2 Using the Home Tab 92
6.2.1 About GFI MailArchiver 93
6.2.2 Heartbeat 93
6.2.3 Servers 94
6.2.4 Archive Stores 94
6.2.5 Email Flow 95
6.2.6 Event Viewer 96

7 Configuring GFI MailArchiver 97

7.1 Settings Overview 97
7.2 Configuring Archiving Method 98
7.3 Managing the Mail Servers to Archive 100
7.3.1 Viewing Configured Mail Servers 101
7.3.2 Adding a New Journal Mailbox 101
7.3.3 Editing an Existing Journal Mailbox 103
7.3.4 Deactivating and Activating an Existing Journal Mailbox 104
7.3.5 Removing an Existing Journal Mailbox 104
7.4 Configuring Archiving Rules 104
7.4.1 Adding Archiving Rules 105
7.4.2 Editing Archiving Rules 107
7.4.3 Removing Archiving Rules 107

7.5 Mailbox Archive Restrictions 108
7.5.1 Enabling Mailbox Archive Restrictions 108
7.5.2 Disabling Mailbox Archive Restrictions 110
7.6 Managing the Archiving Scope 110
7.7 Configuring Mailbox Folder Structure Retrieval 111
7.7.1 Enabling Mailbox Folder Structure Retrieval 111
7.7.2 Disabling Mailbox Folder Structure Retrieval 113
7.7.3 Excluding Folders From Folder Structure Retrieval 113
7.7.4 Removing Excluded Folders Policies 115
7.8 Managing Archive Stores 116
7.8.1 Viewing Configured Archive Stores 116
7.8.2 Configuring New Archive Store Settings 117
7.8.3 Choosing and Preparing a Database for Use With GFI MailArchiver 117
7.8.4 Attaching an Archive Store 118
7.8.5 Editing Existing Archive Store Details 119
7.8.6 Detaching an Existing Archive Store 119
7.8.7 Indexing 120
7.8.8 Scheduling Archive Stores 123
7.8.9 Backup Archive Stores 124
7.8.10 Online Backup 124
7.8.11 Offline Backup 124
7.8.12 Moving Emails From One Database to Another 129
7.8.13 Upgrading the Database Schema 130
7.8.14 Attaching a GFI MailArchiver 3 Database 131
7.9 Email Access Control 132
7.9.1 Adding An Active Directory Group to the Full Access Group 132
7.9.2 Adding Users to the Group Manager Archive Access 132
7.9.3 Define User Access Control 132
7.9.4 Configuring Shared Mailboxes 133
7.10 Configuring IMAP Server 134
7.10.1 Working With Certificates 136
7.11 Retention Policies 137
7.11.1 How Are Retention Policies Applied? 137
7.11.2 Viewing Retention Policies 138
7.11.3 Adding a New Retention Policy 138
7.11.4 Changing the Order of Retention Policies 142
7.11.5 Adding a SPAM Retention Policy 142
7.11.6 Configuring Legal Hold 143
7.12 Classification Rules 144
7.12.1 Adding a New Classification Rule 144
7.12.2 Editing a Classification Rule 146
7.12.3 Removing a Classification Rule 146
7.13 Auditing 146
7.13.1 Configuring Database Activity Auditing 147
7.13.2 Editing Database Activity Auditing 149
7.13.3 Audit Reports 149
7.14 Configuring Email Deletion 151

7.15 Viewing and Editing License Keys 153
7.16 General Settings 153
7.16.1 Changing General Settings 153
7.16.2 Changing Version Check Settings 154

8 Configuring Email Client Access 156

8.1 Installing GFI MailArchiver Outlook Connector 156
8.2 How Does the GFI MailArchiver Outlook® Connector Work 156
8.3 Downloading GFI MailArchiver Outlook Connector 157
8.3.1 Changing the Outlook® Connector Tab Availability 157
8.4 Outlook® Connector System Requirements 157
8.4.1 Software 157
8.4.2 Hardware 158
8.4.3 Installing GFI MailArchiver Outlook Connector Without GPO - Manual Install 158
8.5 Installing GFI MailArchiver Outlook Connector via GPO 159
8.5.1 Installing Outlook® Connector via GPO in Windows® Server 2003 160
8.5.2 Installing Outlook® Connector via GPO in Windows Server 2008 162
8.6 Configuring Manual Archiving 164
8.6.1 How Does Manual Archiving Work? 165
8.6.2 GFI MailArchiver Outlook Addon System Requirements 165
8.6.3 Software 165
8.6.4 Hardware 166
8.7 Enabling and Disabling GFI MailArchiver Outlook® Addon 166
8.8 Downloading and Installing GFI MailArchiver Outlook Addon 167
8.8.1 Changing the Outlook® Addon Tab Availability 168
8.8.2 Installing GFI MailArchiver Outlook Addon Manually 168
8.8.3 Installing Manual Archiving Plugin Through GPO 168
8.8.4 Installing GFI MailArchiver Outlook Addon Through GPO Windows® Server 2003 168
8.8.5 Installing Manual Archiving Through GPO Windows® Server 2008 169
8.8.6 Configuring Outlook Addon 172
8.9 Configuring GFI MailArchiver IMAP Client Access 175
8.9.1 Configuring IMAP in Apple Mail 3.0 175
8.9.2 Configuring IMAP in iOS5 177
8.9.3 Configuring IMAP in Microsoft Outlook® 2003 178
8.9.4 Configuring IMAP in Microsoft Outlook® 2007 178
8.9.5 Configuring IMAP in Microsoft Outlook® 2010 179
8.9.6 Configuring IMAP in Microsoft Outlook 2013 180
8.9.7 Configuring IMAP in Outlook® 2011 for Mac 181
8.9.8 Configuring IMAP in Windows® Live Mail 182
8.9.9 Configuring IMAP on Android 182
8.9.10 Configuring IMAP in Mozilla Thunderbird 10 183

9 Import and Export Emails 185

9.1 Import Emails From Microsoft® Exchange Mailboxes 185
9.1.1 Step 1: Importing emails from a remote computer 186
9.1.2 Microsoft® Exchange mailbox access permissions – Grant Permissions 187
9.1.3 Step 2: Run the GFI MailArchiver Import Export Tool 189

9.1.4 Microsoft® Exchange mailbox access permissions – Revoke Permissions 193
9.2 Import emails from PST files locally 194
9.2.1 Step 1: Importing emails from a remote computer 195
9.2.2 Step 2: Run the GFI MailArchiver Import Export Tool to Import from PST Files 196
9.3 Import emails from PST files on the network 199
9.3.1 Step 1: Install GFI PST Exporter 199
9.3.2 Step 2: Configure the General Settings of GFI PST Exporter 200
9.3.3 Step 3: Configure the Notification Settings of GFI PST Exporter 202
9.3.4 Step 4: Configure Computer Groups 203
9.3.5 Step 5: Add end-user machines in computer groups 207
9.3.6 Step 6: Deploy the GFI PST Exporter agent to end-user machines 208
9.3.7 Step 7: Process PST files on end-user machines 211
9.3.8 Reports and logs 212
9.3.9 Adding imported emails to the GFI MailArchiver archive stores 214
9.4 Export emails from GFI MailArchiver Archive Stores 215
9.4.1 Exporting Emails 215

10 Restoring Mailboxes 222

10.1 Restore a mailbox 222

11 Troubleshooting 224

11.1 GFI SkyNet 224
11.2 Web Forum 224
11.3 Request technical support 224
11.4 Documentation 224
11.5 Installation problems 225
11.6 General Issues 226
11.7 Import Export Problems 229
11.8 Outlook® Connector Issues 232

12 Glossary 234

13 Appendix 1 - Microsoft Exchange Manual Operations 239

13.1 Create a Journal Mailbox in Microsoft® Exchange Server 2000/2003 239
13.1.1 Step 1: Create a New Journaling Mailbox. 239
13.1.2 Step 2: Configure Email Archival to Journaling Mailbox 240
13.1.3 Step 3: Enable BCC Information Journaling 242
13.1.4 Step 4: Enable Envelope Journaling 243
13.2 Disabling Journaling in Microsoft® Exchange Server 2000/2003 245
13.3 Removing Email from Microsoft® Exchange 2003 247
13.3.1 Configure mailbox management at the server level 250
13.4 Creating a Journaling Mailbox in Microsoft® Exchange Server 2007 251
13.4.1 Set up standard journaling 251
13.4.2 Set up premium journaling 254
13.5 Disabling standard journaling in Microsoft® Exchange Server 2007 256
13.5.1 Disable standard journaling from the Microsoft Exchange Management Shell 258
13.5.2 Disable premium journaling 258

13.5.3 Disable premium journaling from the Microsoft® Exchange Server Management Shell 259
13.6 Removing Email Microsoft® Exchange 2007 259
13.7 To use the Microsoft® Exchange Management Console to create new managed content settings: 260
13.8 Create a Journal Mailbox in Microsoft® Exchange Server 2010 261
13.8.1 Set up standard journaling 262
13.8.2 Set up premium journaling 264
13.9 Disabling standard journaling in Microsoft® Exchange Server 2010 265
13.9.1 Disable standard journaling from the Microsoft Exchange Management Shell 267
13.9.2 Disable premium journaling 267
13.10 Removing Email from Microsoft® Exchange 2010 268
13.10.1 Use the Exchange Management Console to create a retention policy 268
13.10.2 Use the EMC to apply a retention policy to a mailbox 268
13.11 Creating a Journaling Mailbox in Microsoft® Exchange 2013 269
13.12 Removing Email from Microsoft® Exchange 2013 269
13.12.1 Step 1: Create a retention tag 270
13.12.2 Step 2: Create a retention policy 270
13.12.3 Step 3: Apply a retention policy to mailbox users 271

14 Appendix 2 - Role Based Installations 272

14.1 How Role-based Deployment Works 273
14.2 System Requirements 274
14.3 Installing GFI MailArchiver in a Role-based Environment 274
14.3.1 Installing GFI MailArchiver 275
14.3.2 Executing the Deployment Manager Wizard on Each Instance 275
14.3.3 Launching the Deployment Manager Wizard 275
14.3.4 Assigning the User Mailbox Synchronization Role 285
14.3.5 Assigning the IMAP Server Role 286
14.3.6 Assigning Multiple Roles to a Server 287
14.3.7 Identifying the Storage Role Server 290
14.3.8 Identifying the Search and Indexing Role Server 291
14.3.9 Recommended Deployment Scenario 292
14.4 Uninstall Information 294

15 Appendix 3 - Using the Port Changing Tool 295

16 Index 297

List of Figures

Screenshot 1: Registering ASP.NET with IIS 22
Screenshot 2: Specify the website and virtual directory alias for the web application 30
Screenshot 3: Post install wizard start screen 31
Screenshot 4: Post install wizard - select database type. 33
Screenshot 5: Archive Store creation: Select locations 35
Screenshot 6: Archive Store creation: Select database 37
Screenshot 7: Archive Store creation: Select data and log file location. 38
Screenshot 8: Archive Store creation: Select locations 39
Screenshot 9: Post install wizard - choose archiving method 41
Screenshot 10: Journal Mailbox wizard 43
Screenshot 11: Post Install Wizard completed successfully 45
Screenshot 12: Search for email 46
Screenshot 13: Specify the website and virtual directory alias for the web application 51
Screenshot 14: Browsing Archived Emails 54
Screenshot 15: Working with emails within GFI MailArchiver 55
Screenshot 16: Advanced Search Options 57
Screenshot 17: Smart Phone Login Screen 59
Screenshot 18: GFI MailArchiver Home Page for Smart Phones 60
Screenshot 19: Search Result by Smart Phone 61
Screenshot 20: Conversation View Smart Phone 62
Screenshot 21: Accessing multiple mailboxes 63
Screenshot 22: MailInsights report scheduling 65
Screenshot 23: MailInsights Communication Flow 66
Screenshot 24: MailInsights Communication Flow Report 67
Screenshot 25: MailInsights WebMail Use 68
Screenshot 26: MailInsights WebMail Communicators Report 69
Screenshot 27: MailInsights Email Responsiveness 70
Screenshot 28: MailInsights Email Responsiveness Report 71
Screenshot 29: MailInsights Storage Use 72
Screenshot 30: MailInsights Storage Use Report 73
Screenshot 31: MailInsights Inactive Accounts 74
Screenshot 32: Inactive Accounts Report 75
Screenshot 33: MailInsights Inappropriate Words 76
Screenshot 34: MailInsights Inappropriate Words Report 77
Screenshot 35: MailInsights Internal Spammers 78
Screenshot 36: MailInsights Internal Spammers Report 79
Screenshot 37: MailInsights Outside Office Hours 80
Screenshot 38: MailInsights Outside Office Hours Report 82

Screenshot 39: MailInsights Data Leakage Detection report 83
Screenshot 40: MailInsights Data Leakage Detection Report 84
Screenshot 41: MailInsights Job Search report 85
Screenshot 42: MailInsights Job Search Report 86
Screenshot 43: MailInsights Phrase Search report 87
Screenshot 44: MailInsights Phrase Search Report 88
Screenshot 45: MailInsights User Traffic 89
Screenshot 46: MailInsights User Traffic Report 90
Screenshot 47: User profile preferences 91
Screenshot 48: The GFI MailArchiver dashboard 92
Screenshot 49: About GFI MailArchiver area 93
Screenshot 50: GFI MailArchiver Heartbeat 93
Screenshot 51: Servers area 94
Screenshot 52: Archive Stores area 94
Screenshot 53: GFI MailArchiver Email flow area 95
Screenshot 54: Email flow area configuration 95
Screenshot 55: Event Viewer tab 96
Screenshot 56: GFI MailArchiver Settings Page 97
Screenshot 57: Configuring Archiving Method 99
Screenshot 58: Manage Journaling Mailboxes screen 101
Screenshot 59: Add Journaling Mailbox 101
Screenshot 60: Choose how you want the wizard to setup GFI MailArchiver to use a journal mailbox. 102
Screenshot 61: Existing mailbox added successfully 103
Screenshot 62: Configuring Archiving Rules 105
Screenshot 63: Select Enable Archiving Restrictions 108
Screenshot 64: Add emails, groups or users 110
Screenshot 65: Configuring email archive restrictions. 111
Screenshot 66: Enable folder structure retrieval 112
Screenshot 67: Add exclude policy 114
Screenshot 68: Select users to exclude 115
Screenshot 69: Viewing Archive Stores 116
Screenshot 70: Attaching an Archive Store 118
Screenshot 71: Search Index Management 121
Screenshot 72: Backup an SQL database 125
Screenshot 73: Backup an SQL database 127
Screenshot 74: The Bulk Schema Upgrader 130
Screenshot 75: Attach a GFI MailArchiver 3 database 131
Screenshot 76: Configuring access control 133
Screenshot 77: IMAP Server configuration 135
Screenshot 78: Viewing retention and spam policies 138

Screenshot 79: Select SPAM or email retention policy 139
Screenshot 80: Retention Policy details 140
Screenshot 81: SPAM Retention Policy dialog 143
Screenshot 82: Categorization rule details 145
Screenshot 83: Select authentication method 147
Screenshot 84: Enable user interaction auditing 148
Screenshot 85: Configuring Email deletion 152
Screenshot 86: General Settings 154
Screenshot 87: Version check configuration 155
Screenshot 88: Setting GFI MailArchiver server URL in Windows® Server 2003 GPO 161
Screenshot 89: Setting GFI MailArchiver server URL in Windows® Server 2003 GPO 163
Screenshot 90: Enable or disable Manual Archiving 167
Screenshot 91: Setting GFI MailArchiver server URL in Windows® Server 2008 GPO 170
Screenshot 92: GFI MailArchiver Outlook Addon configuration settings. 173
Screenshot 93: Importing from a Microsoft Exchange mailbox 190
Screenshot 94: Import from Microsoft Exchange: Mailbox and folder selection 191
Screenshot 95: Import from Microsoft Exchange: Configure import options 192
Screenshot 96: Microsoft Outlook® personal folders (PST) files 197
Screenshot 97: Import from Microsoft Exchange: Configure import options 198
Screenshot 98: GFI PST Exporter Master Service credentials 200
Screenshot 99: GFI PST Exporter: general settings 201
Screenshot 100: GFI PST Exporter: General Settings: verify query root 202
Screenshot 101: GFI PST Exporter: notification settings 203
Screenshot 102: GFI PST Exporter: computer groups 204
Screenshot 103: GFI PST Exporter: create a computer group 204
Screenshot 104: GFI PST Exporter: computer group properties 205
Screenshot 105: GFI PST Exporter: computer group locations to search 206
Screenshot 106: GFI PST Exporter: edit computer group configuration 207
Screenshot 107: GFI PST Exporter: add computer 208
Screenshot 108: GFI PST Exporter: deploying the agent 209
Screenshot 109: GFI PST Exporter: deploying the agent 210
Screenshot 110: GFI PST Exporter: remote computer requirements 211
Screenshot 111: GFI PST Exporter: processing at remote computer 212
Screenshot 112: GFI PST Exporter: export report 213
Screenshot 113: GFI PST Exporter: processing logs 214
Screenshot 114: Email Export: Connecting to GFI MailArchiver 216
Screenshot 115: Email Export: Search options 217
Screenshot 116: Email Export: Export options 220
Screenshot 117: Restore mailbox utility 222
Screenshot 118: Add new user in Microsoft® Exchange Server 2003 239

Screenshot 119: New Object - User dialog 240
Screenshot 120: Mailbox store node properties 241
Screenshot 121: Enabling journaling on a Microsoft® Exchange Server mailbox store 242
Screenshot 122: ADSI Edit 244
Screenshot 123: Heuristics attribute 245
Screenshot 124: Editing the heuristics attribute value 245
Screenshot 125: Mailbox store node properties 246
Screenshot 126: Enabling journaling on a Microsoft Exchange mailbox store 247
Screenshot 127: New user mailbox details 252
Screenshot 128: Configuring a Mailbox Database 253
Screenshot 129: Mailbox Database properties 254
Screenshot 130: Configuring Journaling rules 255
Screenshot 131: Creating a new Journaling rule 256
Screenshot 132: Configuring a Mailbox Database 257
Screenshot 133: Mailbox Database properties 258
Screenshot 134: Configuring Journaling rules 259
Screenshot 135: New user mailbox details 262
Screenshot 136: Configuring a Mailbox Database 263
Screenshot 137: Mailbox Database properties 264
Screenshot 138: Creating a new Journaling rule 265
Screenshot 139: Configuring a Mailbox Database 266
Screenshot 140: Mailbox Database properties 267
Screenshot 141: How Role-based Deployment works 273
Screenshot 142: Selecting roles 276
Screenshot 143: Assigning the Central Configuration Service role 277
Screenshot 144: Assigning the Data Collection role 278
Screenshot 145: Assigning the Storage role 279
Screenshot 146: Assigning the Search and Indexing role 280
Screenshot 147: Specify the word breaker for the Search and Indexing role 281
Screenshot 148: Assigning the User Interface and Administration role 282
Screenshot 149: Specify User Interface and Administration role settings 283
Screenshot 150: Assigning the Data Import Service role 284
Screenshot 151: Assigning the Data Import Service role 285
Screenshot 152: Assigning the IMAP Server role 286
Screenshot 153: Assigning multiple roles 287
Screenshot 154: Identifying the Central Configuration Service Role server 288
Screenshot 155: Identifying the Data Collection Role server 289
Screenshot 156: Identifying the Storage Role server 290
Screenshot 157: Identifying the Search and Indexing Role server 291
Screenshot 158: Port Changing Tool user interface 295

List of Tables

Table 1: Terms and conventions used in this manual 17
Table 2: Supported operating systems 18
Table 3: Supported databases 19
Table 4: Other supported components 19
Table 5: Minimum and recommended processors 20
Table 6: Memory requirements 20
Table 7: Physical Storage requirements 20
Table 8: Folders to exclude from Antivirus scanning 20
Table 9: Locations to exclude from antivirus scanning 21
Table 10: Listening Ports on the GFI MailArchiver Server 21
Table 11: Ports used by GFI MailArchiver 21
Table 12: Installation considerations 23
Table 13: Choosing your database type 25
Table 14: Microsoft SQL Server limitations 27
Table 15: Post installation tasks 31
Table 16: Archived emails storage options 33
Table 17: Archive Store file locations 35
Table 18: Database server details 37
Table 19: Archive Store authentication options 38
Table 20: Archive Store database file location options 38
Table 21: Database file location options 40
Table 22: Configure archiving method 41
Table 23: Journal Mailbox options 43
Table 24: New journal mailbox options 44
Table 25: New feature requirements related to Archive Store automation 49
Table 26: Licensing options 52
Table 27: Archive Tab options 54
Table 28: Email View options 56
Table 29: Wildcard description 57
Table 30: Advanced Search options 57
Table 31: Communication Flow Report criteria 66
Table 32: Communication Flow Report criteria 68
Table 33: WebMail Use Report criteria 68
Table 34: WebMail Use Report criteria 69
Table 35: Email Responsiveness Report criteria 70
Table 36: Email Responsiveness Report criteria 71
Table 37: Email Storage Report criteria 72
Table 38: Storage Use Report criteria 73

Table 39: Inactive Accounts Report criteria 74
Table 40: Inappropriate Words Report criteria 76
Table 41: Inappropriate Words Report criteria 77
Table 42: Internal Spammers Report criteria 78
Table 43: Internal Spammers Report criteria 79
Table 44: Outside Office Hours Report criteria 80
Table 45: Outside Office Hours Report criteria 82
Table 46: Data Leakage Detection Report criteria 83
Table 47: Data Leakage Detection Report criteria 84
Table 48: Job Search Report criteria 85
Table 49: Job Search Report criteria 86
Table 50: Phrase Search Report criteria 87
Table 51: Phrase Search Report criteria 88
Table 52: MailInsights User Traffic Report criteria 89
Table 53: User Traffic Report criteria 90
Table 54: Email flow area options 95
Table 55: Overview of current settings 97
Table 56: Archiving Method Wizard options 99
Table 57: Mail Server options 101
Table 58: Journal Mailbox wizard options 102
Table 59: Existing Journal Mailbox options 103
Table 60: Archiving Rule conditions 106
Table 61: Archiving restriction options 109
Table 62: Email archive restrictions options 111
Table 63: Folder Structure Retrieval Options 112
Table 64: Archive Store table 117
Table 65: Database type recommendations 118
Table 66: Editing Archive Store settings 119
Table 67: Editing Archive Store settings 119
Table 68: Indexing Schedule options 121
Table 69: Search index states 122
Table 70: Archive Store properties 128
Table 71: Email Access Control groups 132
Table 72: Retention policy table fields 138
Table 73: New retention policy options 140
Table 74: Pre-defined retention file types 142
Table 75: SPAM Retention Policy options 143
Table 76: Classification Policy options 145
Table 77: SQL Server® Authentication methods 147
Table 78: General Settings Options 154

Table 79: Version Check settings 155
Table 80: GFI MailArchiver Outlook Connector versions 157
Table 81: Outlook® Connector Tab Availability options 157
Table 82: GFI MailArchiver Outlook Connector software requirements 157
Table 83: GFI MailArchiver Outlook Connector hardware requirements 158
Table 84: GFI MailArchiver Outlook Addon software requirements 165
Table 85: GFI MailArchiver Outlook Addon hardware requirements 166
Table 86: Outlook® Connector Tab Availability options 168
Table 87: Outlook® Addon Server address configuration 173
Table 88: Actions to perform on local emails 174
Table 89: Outlook Addon authentication method 174
Table 90: Outlook Addon archiving options 175
Table 91: Email export search criteria 217
Table 92: Email export options 220
Table 93: Installation problems 225
Table 94: General issues 226
Table 95: Import Export problems 229
Table 96: Outlook® connector issues 232
Table 97: Deployment scenario 292
Table 98: Deployment order 293

1 About GFI MailArchiver®

1.1 Introduction to GFI MailArchiver

GFI MailArchiver is an email archiving solution that can archive all internal and external email into a central Archive Store. You can then easily manage the email Archive Stores from the web-based configuration of GFI MailArchiver. You can also allow users to browse and search old emails via the web-based browse and search interface. GFI MailArchiver also provides Microsoft Outlook® integration.

1.2 How Does GFI MailArchiver Work?

GFI MailArchiver operations can be classified in three stages as described below.

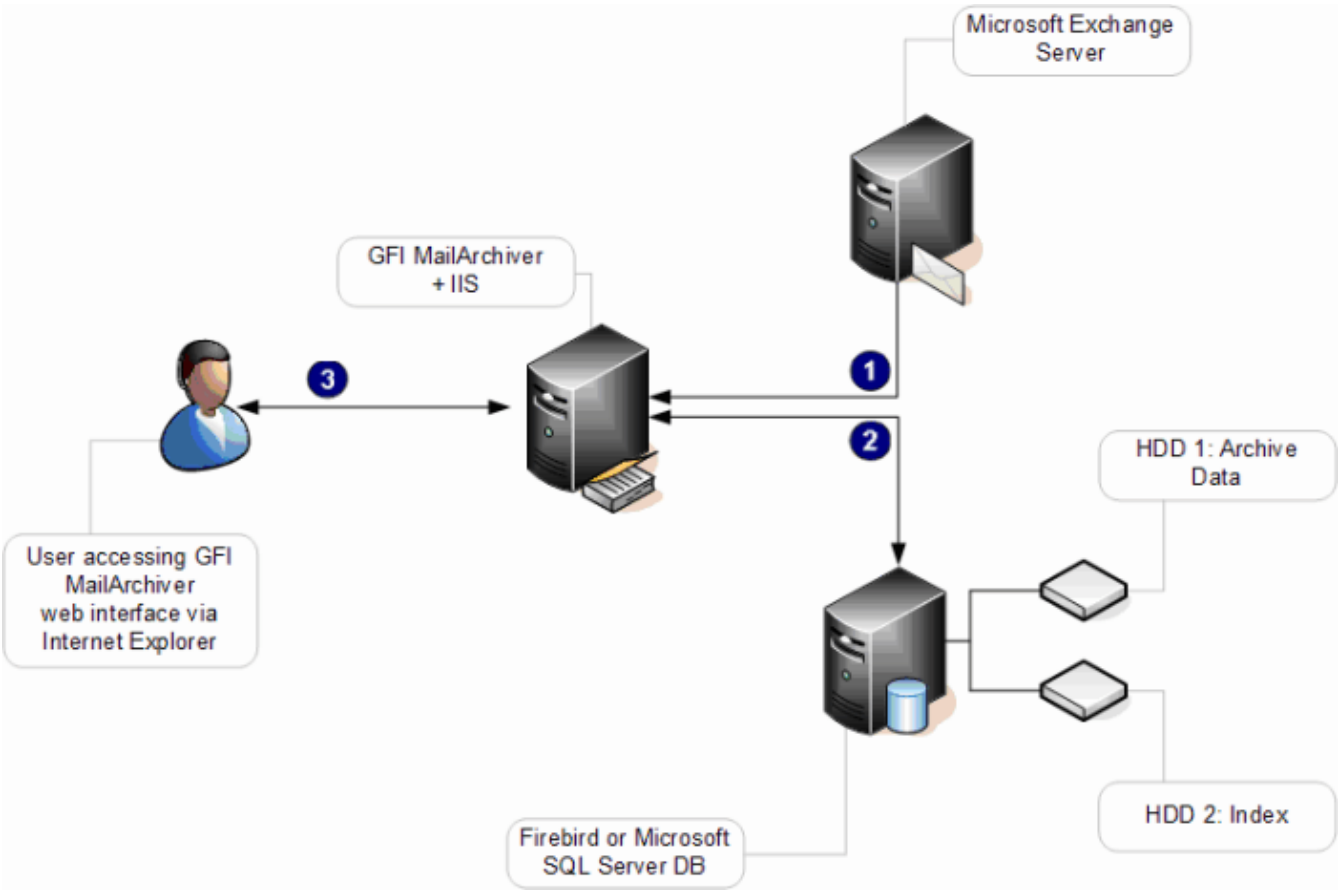


Figure 1: Typical GFI MailArchiver installation diagram.

Stage 1: Retrieve emails

GFI MailArchiver retrieves emails depending on the configured Archiving Method as described in the table below:

ARCHIVING METHOD	DESCRIPTION
Auto-Archiving (Journaling)	GFI MailArchiver collects emails from the Microsoft® Exchange Server journaling mailbox.
Manual Archiving	GFI MailArchiver, receives manually archived emails from GFI MailArchiver Outlook Addon. **NOTE** For more information, refer to Configuring Archiving Method (page 98).

Optionally, emails can also be imported into GFI MailArchiver through the GFI MailArchiver Import Export Tool. For more information, refer to Import and Export Emails (page 185).

Stage 2: Archive emails

GFI MailArchiver stores collected emails in Archive Stores created automatically based on the configured **New Archive Store Settings**. Emails are archived according to their sent date. If an Archive Store does not exist for the period that matches the date of the email, a new Archive Store is automatically created. For more information, refer to Configuring New Archive Store Settings (page 117).

> **NOTE**
>
> When Rule-based method of archiving is selected, GFI MailArchiver only archives emails that match criteria specified in the configured Archiving Rules. For more information, refer to Configuring Archiving Rules (page 104).

Stage 3: Browse archived emails

Users can browse and search archived emails via the GFI MailArchiver web interface or from Microsoft Outlook® using the GFI MailArchiver Outlook Connector.

1.3 GFI MailArchiver Licensing

For information on GFI MailArchiver licensing, refer to:

http://go.gfi.com/?pageid=MAR_Licensing

1.3.1 Terms and conventions used in this manual

Table 1: Terms and conventions used in this manual

Term	Description
	Additional information and references essential for the operation of GFI MailArchiver.
	Important notifications and cautions regarding potential issues that are commonly encountered.
>	Step by step navigational instructions to access a specific function.
Bold text	Items to select such as nodes, menu options or command buttons.
Italics text	Parameters and values that you must replace with the applicable value, such as custom paths and file names.
`Code`	Indicates text values to key in, such as commands and addresses.

1.4 Legal Compliance

Ensure that by enabling the Rule-based method of archiving or the Email deletion feature you are not breaching your company policy or any laws and regulations related to email storage in your jurisdiction. For more information refer to Configuring Archiving Rules and Email Deletion chapters.

2 Installing GFI MailArchiver

Installing GFI MailArchiver is a two-step process:

1. Run the GFI MailArchiver installer to install GFI MailArchiver and missing pre-requisites.

2. Follow the GFI MailArchiver post-install wizard to configure GFI MailArchiver and its operating environment.

2.1 System Requirements

This section describes software and hardware requirements and related settings to ensure a successful deployment of GFI MailArchiver.

Software requirements:

- Supported Operating Systems
- Supported Mail Servers
- Supported Databases
- Other Required Components

Hardware requirements:

- Processor
- Memory
- Physical Storage

Important Settings:

- Antivirus and Backup Software
- Firewall Port Settings
- Database Settings
- ASP.NET® Settings

> **NOTE**
>
> The recommended software and hardware specifications depend on the number of users, settings enabled, email flow and message sizes.

2.1.1 Software Requirements

Supported Operating Systems

GFI MailArchiver can be installed on all the operating systems listed below:

Table 2: Supported operating systems

OS VERSION	SUPPORTED OPERATING SYSTEM
32 BIT	Windows® SBS 2003 & SBS 2011 Windows® 2003 Standard & Enterprise Windows® 2008 Standard & Enterprise

OS VERSION	SUPPORTED OPERATING SYSTEM
64 BIT	Windows® SBS 2008 Standard & SBS 2011 Windows® 2003 Standard & Enterprise Windows® 2008 Standard, Enterprise, Datacentre & Hyper-V® Environments Windows® Server 2008 R2 Enterprise & Hyper-V® Environments Windows® Server 2012

NOTE

The server on which to install GFI MailArchiver must have access to Active Directory®.

Supported Mail Servers

- Microsoft® Exchange Server 2003 or later.
- IMAP compatible mail servers (with journaling-like feature)

Supported Databases

GFI MailArchiver supports the database back-ends listed below:

Table 3: Supported databases

SUPPORTED DATABASE	DESCRIPTION
Firebird	An open source database used for evaluation purposes bundled with GFI MailArchiver. Recommended for evaluation purposes only for organizations with less than 50 email users and with an average mail flow of up to 2500 per day.
SQL Server® 2005 or later (including SQL Server® Express editions)	Recommended for all organizations. Not included with GFI MailArchiver installation and is required to be installed as a separate process.

Other Required Components

Table 4: Other supported components

OTHER COMPONENTS
Microsoft .NET® Framework 4.0 or 4.5
Access to Microsoft® Active Directory
ASP.NET® 4.0
Internet Information Services (IIS®) 6.0 or later - SMTP & World Wide Web services
Internet Explorer® 8 or later, Mozilla Firefox, Google Chrome, Safari®
Microsoft® Data Access Components (MDAC) 2.6 or higher
Microsoft® Exchange Server MAPI Client and Collaboration Data Objects 1.2.1 - Required (unless Outlook® 2003 32-bit or later is installed or unless GFI MailArchiver is installed with Microsoft® Exchange Server 2003). Download from: http://www.microsoft.com/download/en/details.aspx?id=6248

NOTE

Minimum supported screen resolution is 1024 x 768.

IMPORTANT

After installing Microsoft .NET® Framework 4.0 or 4.5 restart the machine.

2.1.2 Hardware Requirements

Processor

Table 5: Minimum and recommended processors

REQUIREMENT	DESCRIPTION
Minimum	Intel Pentium or compatible - 2GHz 32 bit processor.
Recommended	x64 architecture-based server with Intel 64 architecture or AMD64 platform.

Memory

Table 6: Memory requirements

REQUIREMENT	DESCRIPTION
Minimum	1GB RAM (dedicated to GFI MailArchiver)
Recommended	3GB RAM (dedicated to GFI MailArchiver)

Physical Storage

Table 7: Physical Storage requirements

REQUIREMENT	DESCRIPTION
Minimum	400MB physical disk space (NTFS) for GFI MailArchiver installation. More space is required for the database (Firebird or Microsoft® SQL server). Storage space depends on mail volume to archive.
Recommended	Server with 4 physical drives, with the ability to increase storage space on demand when required. Refer to Database Settings section within this chapter for more information on how to configure your database.

NOTE

It is highly recommended that you store databases and Index files on separate, appropriately sized hard disks. SAS hard disks are highly recommended.

2.1.3 Important Settings

Excluding Folders from Antivirus Scanning

Antivirus software may cause GFI MailArchiver to malfunction. This occurs when such software denies access to certain files required by GFI MailArchiver.

It is recommended to exclude the following folders and subfolders from antivirus software (on-access and on demand) running on the GFI MailArchiver server:

Table 8: Folders to exclude from Antivirus scanning

GFI MailArchiver FOLDERS
<GFI MailArchiver Installation folder> and subfolders.
<..\Program Files\Common Files\GFI>

Also, exclude the index and the Archive Store locations from antivirus scans. The default Index and Archive Store locations are:

Table 9: Locations to exclude from antivirus scanning

GFI MailArchiver DEFAULT INDEX AND ARCHIVE STORE LOCATIONS
<GFI MailArchiver Installation folder>\Indexes\default
<GFI MailArchiver Installation folder>\Databases\default\>

> **NOTE**
>
> You can change the Index and Archive Store locations after installing GFI MailArchiver. For information, refer to the Configure Archive Stores and Configure search indexes sections in this manual.

Firewall Port Settings

Configure your firewall to allow connections from the GFI MailArchiver server on the following ports:

Table 10: Listening Ports on the GFI MailArchiver Server

PORT	DESCRIPTION
Remoting (Ports 8014, 8017, 8018, 8019, 8020, 8022)	Used for communication between GFI MailArchiver components when installed in a role based setup. Ensure these ports are open only when the server is installed in a distributed environment.

Use the Port Changing Utility to easily change remoting port numbers. For more information, refer to Appendix 3 - Using the Port Changing Tool (page 295).

Connections Established From the GFI MailArchiver Server

Table 11: Ports used by GFI MailArchiver

PORT	DESCRIPTION	PRO-TOCOL
25	Used by GFI MailArchiver when an email needs to be restored to a user's mailbox or a notification is sent to the GFI MailArchiver administrator.	SMTP
80	Used by the GFI MailArchiver user interface and web services.	HTTP
135	Enable this port when GFI MailArchiver is installed on the same machine as Microsoft® Exchange Server and configured to use ExOLEDB to retrieve emails.	MAPI/-RPC
143	Enable this port to retrieve emails when GFI MailArchiver is not installed on the same server as Micro-soft® Exchange Server.	IMAP
1443	Enable this port when GFI MailArchiver is configured to archive emails to a SQL Server® Database.	Micro-soft SQL Server ®
3268	Used for connections done from the GFI MailArchiver Server to the Domain Controller which stores the Microsoft® Global Catalog.	Micro-soft Global Cat-alog
8096 to 8099	Enable this port when using GFI PST Exporter to communicate with GFI MailArchiver when exporting data from networked computers.	<Optio-nal>
44143	Default port assigned to GFI MailArchiver IMAP Service. IMAP Service enables users to access archived email via IMAP from 3rd party email clients such as Thunderbird, Microsoft Outlook®, Apple Mail, Android, iOS and others.	IMAP

Database Settings

GFI MailArchiver requires SQL Server® (if used as the archival database) to be installed in case insensitive mode. This is the default installation setting of SQL Server®. The SQL Server® collation modes apply to all SQL Server® objects including login names. In such cases if a user changes a property in the name and does not make EXACT character case matches, GFI MailArchiver will fail since it would not find the resources required.

Once installed, it is not possible to change the SQL Server® collation mode easily. It requires a rebuild of the master database using advanced Microsoft® SQL tools or methods. The best solution is to install another instance of SQL Server® (set to operate in insensitive collation mode).

IMPORTANT

Ensure SQL Server® is installed in case insensitive mode if SQL Server® is used as the archival database.

ASP.NET® Settings

Register and enable ASP.NET® with IIS® for GFI MailArchiver to work.

Register ASP.NET® With IIS®

If the Microsoft® .NET framework is installed after IIS is installed this is automatically registered. Else, register ASP.NET® with IIS® by following these steps:

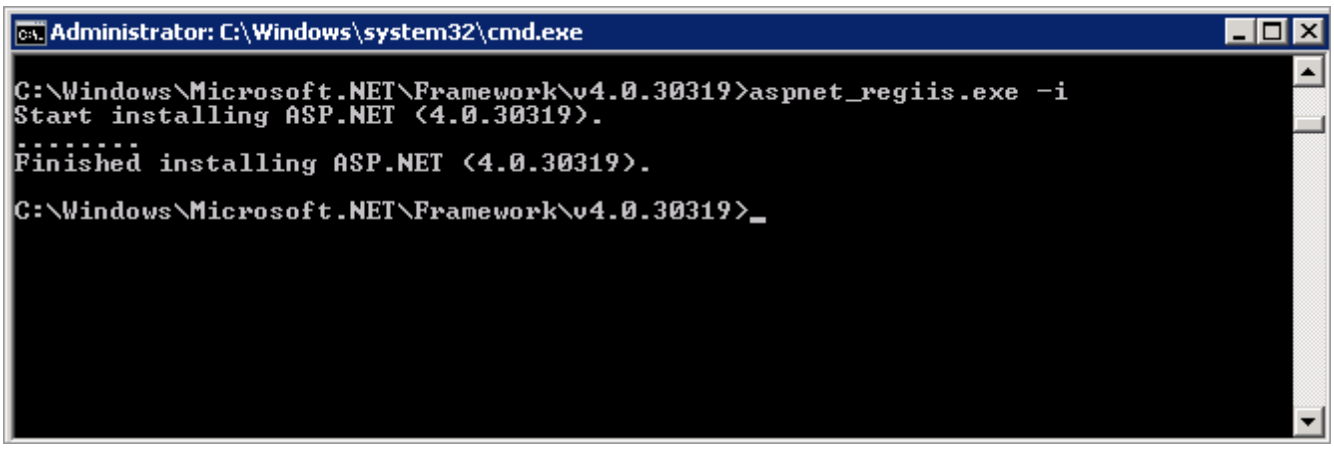
1. From command prompt, navigate to:

`<WindowsDirectory>\Microsoft.NET\Framework\<v4.0.xxxxx>\`

NOTE

Replace <v4.0.xxxxx> with the folder name of Microsoft® .NET Framework version number.

For example: C:\Windows\Microsoft.NET\Framework\v4.0.30319\



Screenshot 1: Registering ASP.NET with IIS

2. Key in `aspnet_regiis.exe -i` and press Enter.

Enable ASP.NET® From IIS®

> **NOTE**
>
> Ensure that ASP.NET® is allowed by Internet Information Services (IIS®) Manager.

IIS 6

1. Navigate to **Control Panel > Administrative Tools > Internet Information Services (IIS) Manager**.
2. Expand the local computer node and select **Web Service Extensions**.
3. In the right pane, right click **ASP.NET v4.0.xxxxx** and select Allow.

IIS 7

1. Navigate **to Control Panel > Administrative Tools > Internet Information Services (IIS) Manager**.
2. Select the local computer node and from the Features View pane launch **ISAPI and CGI Restrictions**.
3. In the Features View pane, right click **ASP.NET v4.0.xxxxx** and select Allow.

2.2 Where Should I Install GFI MailArchiver?

Install GFI MailArchiver on any machine that meets the system requirements and is part of an Active Directory® domain. Before proceeding with the installation, first consider the details listed below:

Table 12: Installation considerations

CONSIDERATION	DESCRIPTION
Email volume on your servers	Installing GFI MailArchiver on a mail server where a high volume of emails received and processed will invariably put more load on server resources. This can cause these servers to become unresponsive and not process mail in a timely fashion.
Hardware and software specifications of your servers	The hardware and software specifications listed in the System requirements section above should be considered to be over and above the requirements of other software installed on the same server. Servers which are nearing their capacity in terms of resources should not be used to install GFI MailArchiver.
Need to archive email from multiple sources concurrently	Installing GFI MailArchiver on a server which is not granted access to multiple sources creates a problem in the centralization efforts of email data archival.

- If all of the above details are considered not to be of significant issues then you can consider installing GFI MailArchiver on the mail server.

  For example:

  If you need to archive email from one Microsoft® Exchange Server, and the server is handling the email flow on your network and still has spare processing capacity, then you can consider installing GFI MailArchiver directly on the Microsoft® Exchange Server machine.

- If you want to archive email from multiple Microsoft® Exchange Servers using IMAP, it is recommended that you install GFI MailArchiver on a separate server.
- GFI MailArchiver does not require a dedicated machine when it is not installed on the mail server.

2.2.1 Preparing the Journal Mailbox

A Journal mailbox is a mailbox that stores copies of emails sent or received by email users. This enables the recording of all email in an organization, with minimum performance overheads. GFI MailArchiver uses Microsoft® Exchange Server journaling to centralize all the emails to archive in a single mailbox.

IMPORTANT

If journaling is not set up correctly, email archiving will NOT work.

2.2.2 Preparing the Journal Mailbox in Microsoft® Exchange Server 2003

Configuring a Microsoft® Exchange Server journaling mailbox for use within GFI MailArchiver requires you to create a new journal mailbox and to configure Microsoft Exchange to archive emails to the journal mailbox. Then you are also to configure whether to journal just the BCC information or all the header information

For detailed instructions on configuring a journaling mailbox in Microsoft® Exchange Server 2003 for use with GFI MailArchiver, refer to Create a Journal Mailbox in Microsoft Exchange Server 2000/2003 in Appendix 1 .

2.2.3 Preparing the Journal Mailbox in Microsoft® Exchange Server 2007/2010

Microsoft® Exchange Server 2007 and Microsoft® Exchange Server 2010 support two types of journaling:

- **Standard journaling:** This feature enables the configuration of a Mailbox store that enables the recording of email in an organization. GFI MailArchiver can use Microsoft® Exchange Server journaling to centralize all the emails to archive in a single mailbox for archival. This type of journaling is also called per-mailbox database journaling.
- **Premium journaling:** Only available with the Microsoft® Exchange Server Enterprise client access license. It enables an administrator to setup custom journaling rules such as Archive only incoming emails, Archive only outgoing emails or Archive emails for a particular group. This journaling is also called per-recipient journaling.

GFI MailArchiver utilizes this type of journaling by detecting and displaying these rules in the Data Sources Configuration Wizard.

Choosing a Journaling Method

- Choose standard journaling to archive all emails (inbound and outbound) for all users in your organization.
- Choose premium journaling of you want more control over the emails to archive (e.g. only for specific users or for inbound or outbound only).

NOTE

Premium journaling requires a Microsoft® Exchange Enterprise client access license.

Enabling Journaling for Microsoft® Exchange Server 2007 or Microsoft® Exchange Server 2010

For Microsoft® Exchange Server 2007 pre-service pack 2 installations, journal mailbox creation should be created using the instructions listed in Creating a Journaling Mailbox in Microsoft Exchange Server 2007 or Create a Journal Mailbox in Microsoft Exchange Server 2010 in this guide. Installations running Microsoft® Exchange Server 2007 SP2 or Microsoft® Exchange Server 2010 can:

- Use the GFI MailArchiver Post-Installation wizard to automatically create the required journal mailbox, or
- Use the instructions listed in Appendix 1 in this guide.

2.3 Choosing and Preparing a Database

As an archiving solution, GFI MailArchiver is highly dependent on your database infrastructure setup for high performance of data archival and retrieval processes.

The following sections help you to understand the following options:

- Choosing Your Database Type
- GFI MailArchiver Database (For evaluation purposes)
- Microsoft SQL Server Express (Recommended)
- Microsoft SQL Server

> **NOTE**
>
> It is highly recommended to use Microsoft® SQL Server Express or Microsoft® SQL Server as your database. The Firebird database included in the GFI MailArchiver installation is intended for evaluation purposes only.

2.3.1 Choosing Your Database Type

GFI MailArchiver can be configured to run in various hardware setups and combinations. The table below shows the typical recommended configurations. These guidelines and configurations may vary according to user activity and daily email flow.

Table 13: Choosing your database type

NUMBER OF MAILBOXES TO ARCHIVE	RECOMMENDED DATA-BASE TYPE	DESCRIPTION WHERE EACH COMPONENT IS STORED
50 mailboxes or less **Evaluation ONLY**	GFI MailArchiver data-base	» Email headers - Fire-bird database » Metadata - Firebird database » Email data - On disk
100 mailboxes or less Average mail flow of up to 6000 emails/day	SQL Server® Express with File Storage	» Email headers - SQL Server® Express » Metadata - SQL Server® Express » Email data - On disk

NUMBER OF MAILBOXES TO ARCHIVE	RECOMMENDED DATA-BASE TYPE	DESCRIPTION WHERE EACH COMPONENT IS STORED
50 mailboxes or more **Average mailflow of more than 8000/day**	SQL Server®	» Email headers - SQL Server® » Metadata - SQL Server® » Email data - SQL Server®
More than 500 mailboxes **Average mailflow of more than 8000/day**	SQL Server® with File Storage	» Email headers - SQL Server® » Metadata - SQL Server® » Email data - On disk

NOTE

Email metadata is the information about emails archived within GFI MailArchiver.

NOTE

It is highly recommended to use Microsoft® SQL Server Express or Microsoft® SQL Server as your database. The Firebird database included in the GFI MailArchiver installation is intended for evaluation purposes only.

2.3.2 Using GFI MailArchiver Database

GFI MailArchiver ships with a Firebird database that is recommended for evaluation purposes.

NOTE

Ensure that the size of each Firebird database never exceeds 2GB.

To minimize any potential performance issues, the following setup is strongly recommended when using the Firebird database:

- **Physical HDD 1**: Operating system and GFI MailArchiver installation.
- **Physical HDD 2**: Firebird database data store.
- **Physical HDD 3**: Mail database indexes.

The above setup reduces data read/write operations on the same physical hard disk drive to improve performance.

IMPORTANT

Failing to follow the above recommendations may result in substantial performance degradation.

NOTE

Archive email auditing feature is only available when emails are archived in SQL Server®. Microsoft® SQL Server with File Storage option is not supported.

2.3.3 Using SQL Server® Express

SQL Server® Express is recommended for medium sized organizations (approximately 1-100 email users) with an average mail flow of up to 6000 emails/day

The recommended setup for GFI MailArchiver using a SQL Server® Express 2000/2005/2008 database is as follows:

- **Physical HDD 1:** Operating system and GFI MailArchiver installation.
- **Physical HDD 2:** Microsoft® SQL Server data file (.mdf).
- **Physical HDD 3:** Microsoft® SQL Server log file (.ldf)
- **Physical HDD 4:** Mail database indexes.

This configuration ensures that different processes are distributed to distinct physical hard disk drives. This eliminates performance loss due to excessive data read/write operations on the same physical hard disk drive.

NOTE

Archive email auditing feature is only available when emails are archived in SQL Server®. Microsoft® SQL Server with File Storage option is not supported.

There are however a number of SQL Server® Express limitations to consider:

- Database size has a limit of 4GB (10GB for SQL Server® Express 2008 R2)
- It uses 1 CPU only
- It uses a maximum of 1GB RAM.

It is therefore highly recommended that:

Table 14: Microsoft SQL Server limitations

OPTION	DESCRIPTION
SQL Server Express and file system are used as the back-end database.	This method uses SQL Server® Express as the backend database and a separate location (not a database) for the binary sources files. This saves up on the SQL Server® Express space required for archiving. Refer to the GFI MailArchiver Administration and Configuration manual (installed with GFI MailArchiver) for detailed information on Archive Stores.
Enable the 'Use a new Archive Store when full' feature within Archive Store Management.	This instructs GFI MailArchiver to automatically switch to a new database when the 4GB limit of SQL Server® Express is reached. This feature requires that Archive Stores are based on SQL and Filesystem. Refer to the GFI MailArchiver Administration and Configuration manual (installed with GFI MailArchiver) for detailed information on the Use a new Archive Store when full feature within Archive Store Management

NOTE

After the first month of archiving, note the database data file size. With this value, estimate the archive database size after six months, for example. If you estimate that your archive database will be larger than 20 GB, you should consider configuring the Archive Stores management feature of GFI MailArchiver.

2.3.4 Using Microsoft® SQL Server

Microsoft® SQL Server is recommended for larger organizations (100+ email users) with a substantial volume of emails to archive (more than 6000 email per day). For organizations with more than 500 email users (or more than 8000 emails per day) to archive emails for, it is highly recommended to use Microsoft® SQL Server with File Storage option. This substantially increases the archival capacity of GFI MailArchiver.

NOTE

Archive email auditing feature is only available when emails are archived in Microsoft® SQL Server. Microsoft® SQL Server with File Storage option is not supported.

The recommended setup for GFI MailArchiver using a Microsoft® SQL Server 2000/2005/2008 database is as follows:

- **Physical HDD 1:** Operating system and GFI MailArchiver installation.
- **Physical HDD 2:** Microsoft® SQL Server data file (.mdf).
- **Physical HDD 3:** Microsoft® SQL Server log file (.ldf)
- **Physical HDD 4:** Mail database indexes.

This configuration ensures that different processes are distributed to distinct physical hard disk drives. This eliminates performance loss due to excessive data read/write operations on the same physical hard disk drive.

NOTE

After the first month of archiving, note the database data file size. With this value, estimate the archive database size after six months, for example. If you estimate that your archive database will be larger than 20 GB, you should consider configuring the Archive Stores management feature of GFI MailArchiver.

IMPORTANT

Configure Microsoft® SQL Server to use Mixed Authentication mode for use with GFI MailArchiver.

To change to Mixed Authentication mode:

1. Right-click on the **SQL Server node > Properties** from the Enterprise Manager
2. Access Security tab and select **SQL Server and Windows** under Authentication.

3. Save settings.

2.4 Before You Install

1. Ensure that you are logged on as Administrator or using an account with administrative privileges.

2. Save any pending work and close all open applications on the machine.

3. Check that the machine on which you are installing GFI MailArchiver meets the system and hardware requirements specified earlier in this chapter.

4. Check the Microsoft® Exchange Server role:

- GFI MailArchiver cannot be installed on the Microsoft® Exchange Server 2007/2010 Edge Role, since such a server is typically deployed on a DMZ using ADAM (Active Directory® Application Mode)/AD LDS (Lightweight Directory Services) instead of Active Directory.
- Ensure to enable IMAP if installing on the Microsoft® Exchange Server 2007/2010 Client Access Role.

2.5 Installing GFI MailArchiver

1. Double-click on:

- **Mailarchiver.exe** to install GFI MailArchiver on x86 systems
- **Mailarchiver_x64.exe** to install GFI MailArchiver on x64 systems

2. In the **Choose Setup Language** dialog, select the language you want to use during installation and click **OK**.

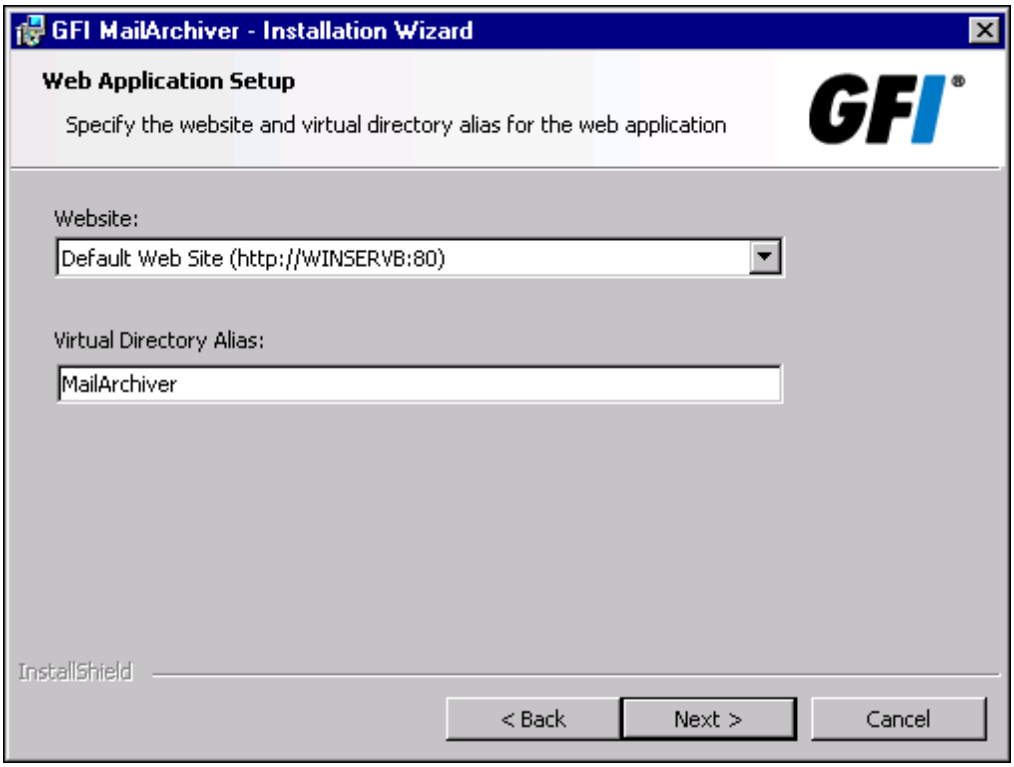
3. On the **Welcome** page, click **Next**.

4. If you want GFI MailArchiver to check for a newer build other than the one being installed, select **Check for a newer build of GFI MailArchiver on the GFI web site** and click **Next**. Otherwise, select **Do not check for a new build** and click **Next**.

> **NOTE**
>
> Checking for a newer build requires an active Internet connection.

5. Read the license agreement and select **I accept the terms in the license agreement** option. Click **Next** to continue.

6. Click **Next** to continue by installing GFI MailArchiver to the default folder. For an alternative location, click **Change** and select a new installation path.



Screenshot 2: Specify the website and virtual directory alias for the web application

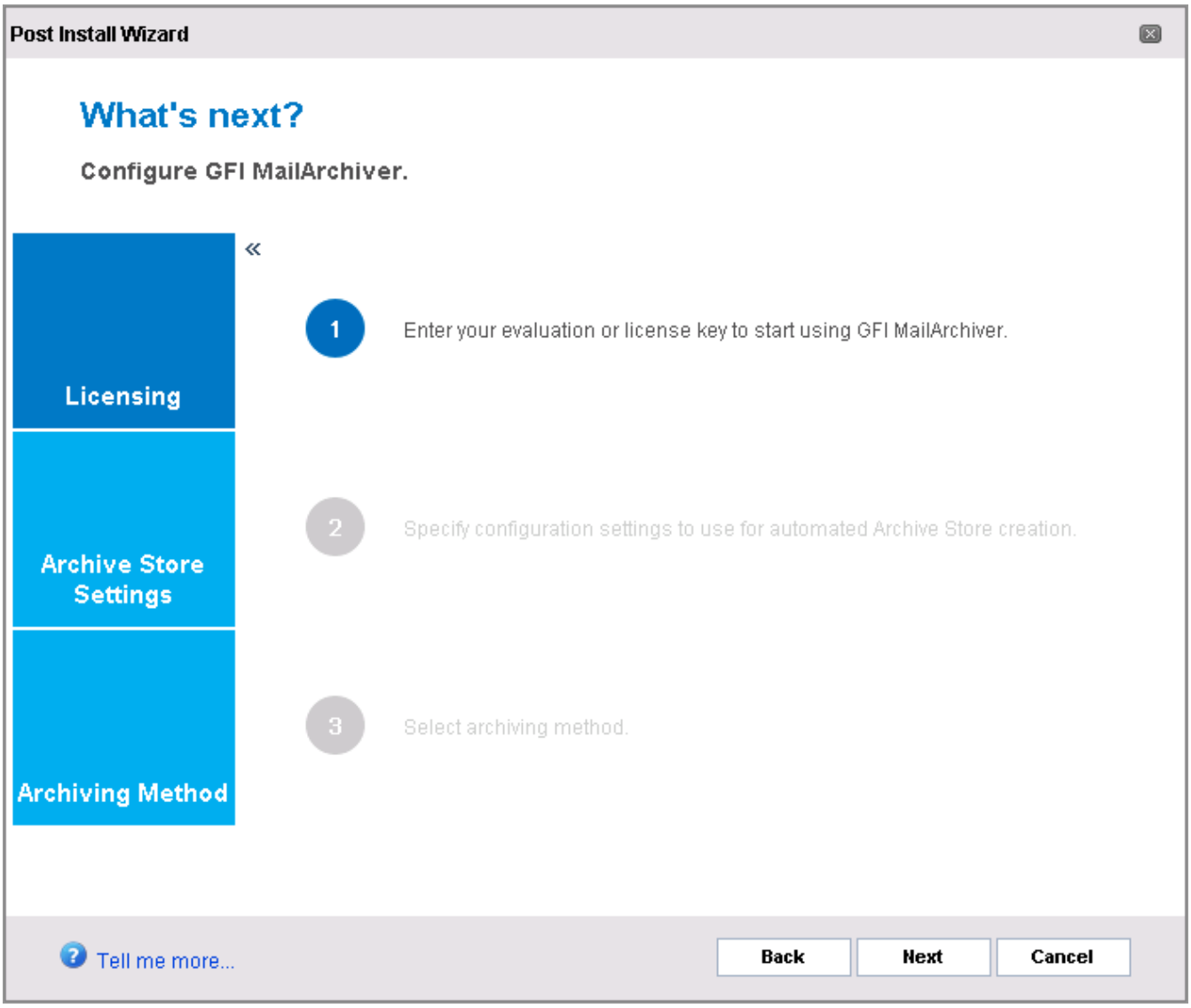
7. If you want to change the default values for the Website and Virtual Directory Alias, modify the values in the **Website:** and **Virtual Directory Alias:** fields. These values define which URL you use to access GFI MailArchiver. Click **Next**.

8. Click **Install** to install GFI MailArchiver.

9. On completion, click **Finish** to close the installation wizard.

3 GFI MailArchiver Post-install Wizard

After GFI MailArchiver is successfully installed, the **Congratulations** screen is displayed. Click **Configure** to start the post-install wizard that assists in setting up GFI MailArchiver .



Screenshot 3: Post install wizard start screen

The Post Install wizard will help you:

Table 15: Post installation tasks

TASK	DESCRIPTION
1	Enter a valid license key - A valid license key is required to use GFI MailArchiver after the product is installed. Use your purchased license key or enter a User Evaluation Key if you are in the process of evaluating GFI MailArchiver. A User Evaluation Key can be requested from http://go.gfi.com/?pageid=MAR_DownloadRegistrationForm.
2	Setup Archive Store settings - Configure Archive Store settings that define properties such as name, database type and index locations. These settings are used as a template by GFI MailArchiver to automatically create new Archive Stores.
3	Select an Archiving Method - The archiving method defines how Microsoft® Exchange Server archives emails within GFI MailArchiver Archive Stores. Choose your preferred archiving method from available options.

Click **Next** to set up GFI MailArchiver for first use.

3.1 License Configuration

In the **License Configuration** screen, enter the license key obtained when purchasing your GFI MailArchiver product. Click **Verify License Key**, then click **Next** to continue.

NOTE

To evaluate GFI MailArchiver, request a free evaluation key from GFI Software Ltd http://go.gfi.com/?pageid=MAR_DownloadRegistrationForm.

3.2 Configure Archive Store Settings

Within GFI MailArchiver, Archive Stores can be described as the containers that contain the archived emails. Archive Stores consist of several components, such as:

- A database where email metadata is stored
- A database where both email metadata and email data is stored
- A disk location used as an email index
- A disk location used as storage for email data.

Archive Stores are created based on an Archive Store profile that defines details such as Archive Store name, database type, database file location, email file location and index locations. Use the Archive Store Wizard to create your Archive Store settings that will be used as a template to automatically create future Archive Stores.

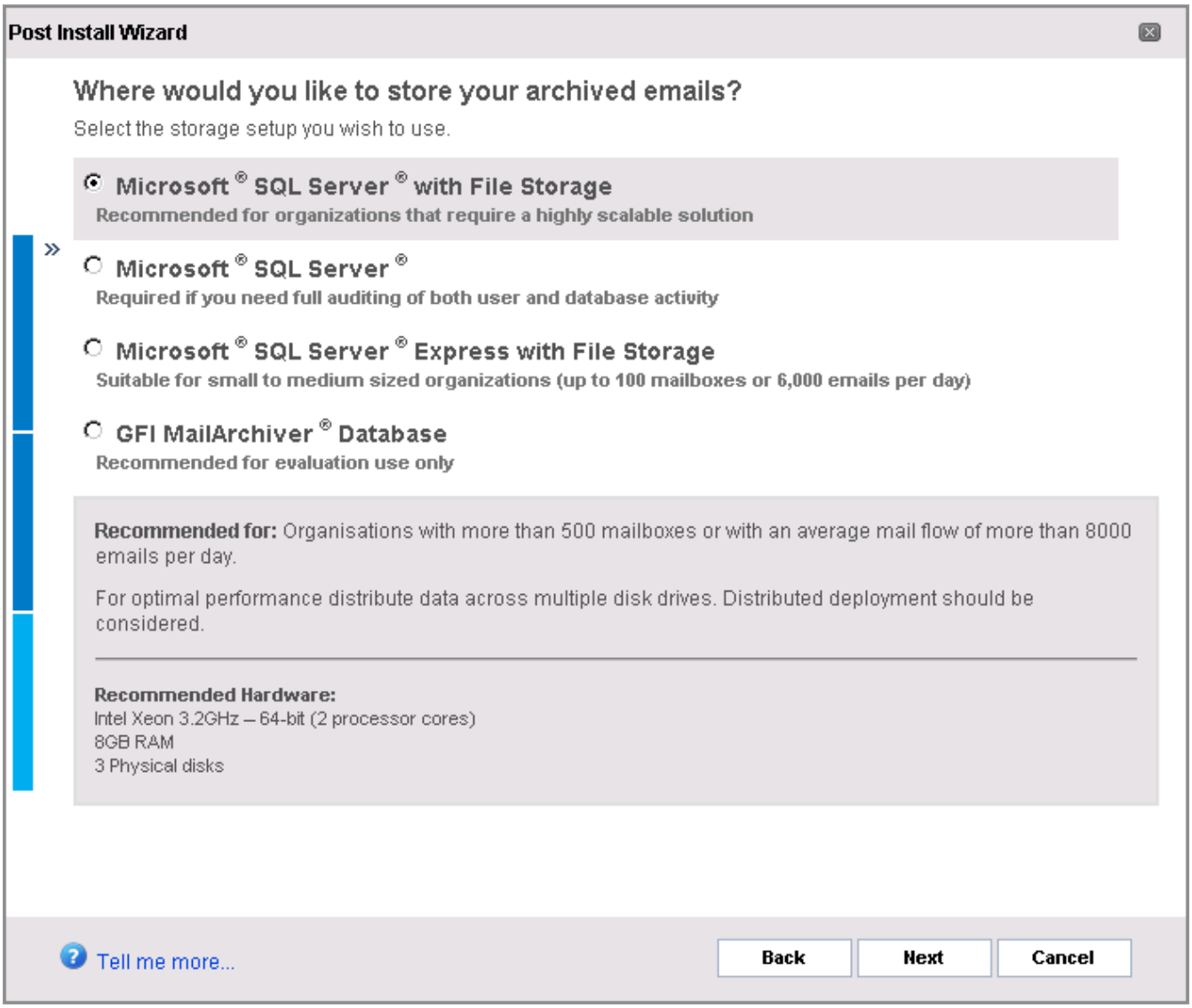
To trigger the Archive Store Wizard manually:

1. From **Configuration** tab, select **> Archive Stores.**

2.In the **Archive Stores** window, click **New Archive Store Settings**.

3.(Optional) To disable browse and search functionality within the archive stores, uncheck **Allow users to browse and search this archive store** (enabled by default). Click **Next** to continue.

4. (Optional) Click **Advanced** to edit the naming pattern for new Archive Stores. Select an option from the predefined list or select **Custom Pattern** to customize the naming convention. Click **Next** to continue.


Post Install Wizard
Where would you like to store your archived emails?
Select the storage setup you wish to use.
Microsoft ® SQL Server ® with File Storage
Recommended for organizations that require a highly scalable solution
Microsoft ® SQL Server ®
Required if you need full auditing of both user and database activity
Microsoft ® SQL Server ® Express with File Storage
Suitable for small to medium sized organizations (up to 100 mailboxes or 6,000 emails per day)
GFI MailArchiver ® Database
Recommended for evaluation use only
Recommended for: Organisations with more than 500 mailboxes or with an average mail flow of more than 8000 emails per day.
For optimal performance distribute data across multiple disk drives. Distributed deployment should be considered.
Recommended Hardware:
Intel Xeon 3.2GHz – 64-bit (2 processor cores)
8GB RAM
3 Physical disks
Tell me more...
Back
Next
Cancel

Screenshot 4: Post install wizard - select database type.

5. Select where to store your archived emails. Available options are:

Table 16: Archived emails storage options

DATABASE TYPE	DESCRIPTION
Microsoft SQL Server with File Storage	Recommended if you have more than 500 mailboxes to archive or an average mail flow of more than 8000/day. Select this option to prompt GFI MailArchiver to use a SQL Server® to store the email headers and metadata, and a disk location you specify to store the email data. **NOTE** Choosing this option requires a SQL Server® installation.
Microsoft SQL Server	Recommended if you have less than 500 mailboxes to archive, an average mail flow of more than 8000/day or if you need full auditing of both user and database activity. Select this option to prompt GFI MailArchiver to use a SQL Server® to store both email headers/metadata as well as email data. **NOTE** Choosing this option requires a SQL Server® installation.

DATABASE TYPE	DESCRIPTION
SQL Server Express with File Storage	Recommended if you have less than 100 mailboxes to archive or an average mail flow up to 6000 emails/day. Select this option to prompt GFI MailArchiver to use a SQL Server® Express database to store email headers and metadata and a disk location you specify to store the email data. **NOTE** Choosing this option requires a SQL Server® Express installation. This is freely downloadable from the Microsoft® website.
GFI MailArchiver Database	Recommended for evaluation purposes only. Select this option to store all email header/metadata in a Firebird database and the email data in a disk location you specify. **NOTE** Choosing this option does NOT require you to install the Firebird database. GFI MailArchiver will automatically create a database for you.

6. Click **Next** to continue setup.

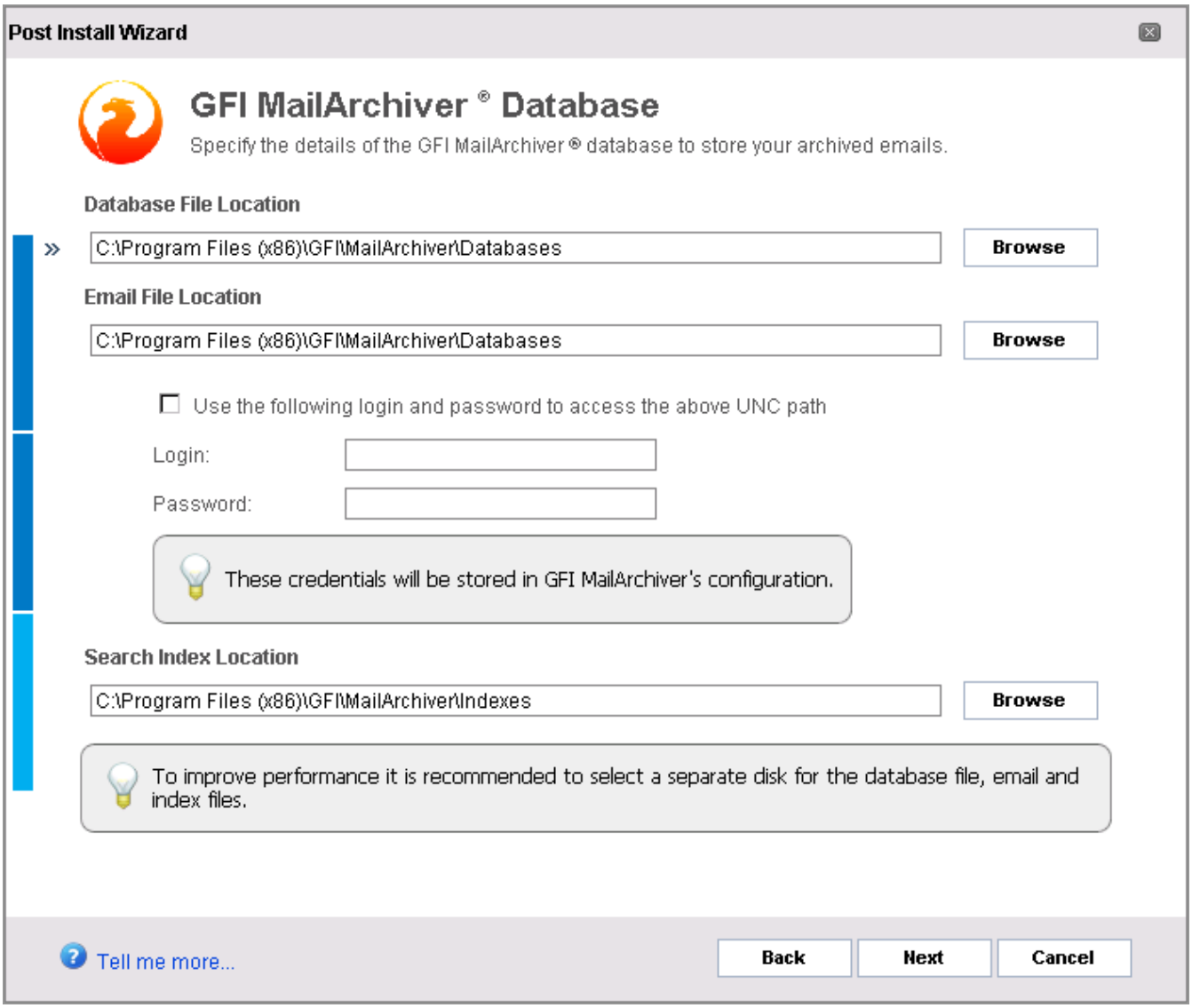
In this chapter:

3.2.1 Configure Archive Store - GFI MailArchiver Database 34

3.2.2 Configure Archive Store - SQL Server® 36

3.2.1 Configure Archive Store - GFI MailArchiver Database

If you opted to use a GFI MailArchiver database, you will now be guided to create **New Archive Store Settings** that are used as a template by GFI MailArchiver to create new Archive Stores.


Post Install Wizard
GFI MailArchiver ® Database
Specify the details of the GFI MailArchiver ® database to store your archived emails.
Database File Location
C:\Program Files (x86)\GFI\MailArchiver\Databases
Browse
Email File Location
C:\Program Files (x86)\GFI\MailArchiver\Databases
Browse
Use the following login and password to access the above UNC path
Login:
Password:
These credentials will be stored in GFI MailArchiver's configuration.
Search Index Location
C:\Program Files (x86)\GFI\MailArchiver\Indexes
Browse
To improve performance it is recommended to select a separate disk for the database file, email and index files.
Tell me more...
Back
Next
Cancel

Screenshot 5: Archive Store creation: Select locations

1. Browse and select the Database File, Email File and Search Index locations to use for the GFI MailArchiver database. Also, provide any required credentials to access the provided locations.

Table 17: Archive Store file locations

OPTION	DESCRIPTION
Database file location	Defines the location where the Firebird database file will be located. Key in or click **Browse...** to select a location where to store this file. **NOTE** UNC paths are not allowed.
Email file location	Defines the location where the email data files will be located. Key in or click **Browse...** to select a location where to store this file. **NOTE** UNC paths are allowed.

OPTION	DESCRIPTION
Search Index location	Defines the location where the email search index will be located. Key in or click **Browse...** to select a location where to store this file. **NOTE** UNC paths are allowed.
Use the following login and password to access the above UNC path	Enable this option to allow input in the **Login:** and **Password:** fields. The credentials keyed in are used to access the UNC paths selected.

2. Click **Next** to continue setup.

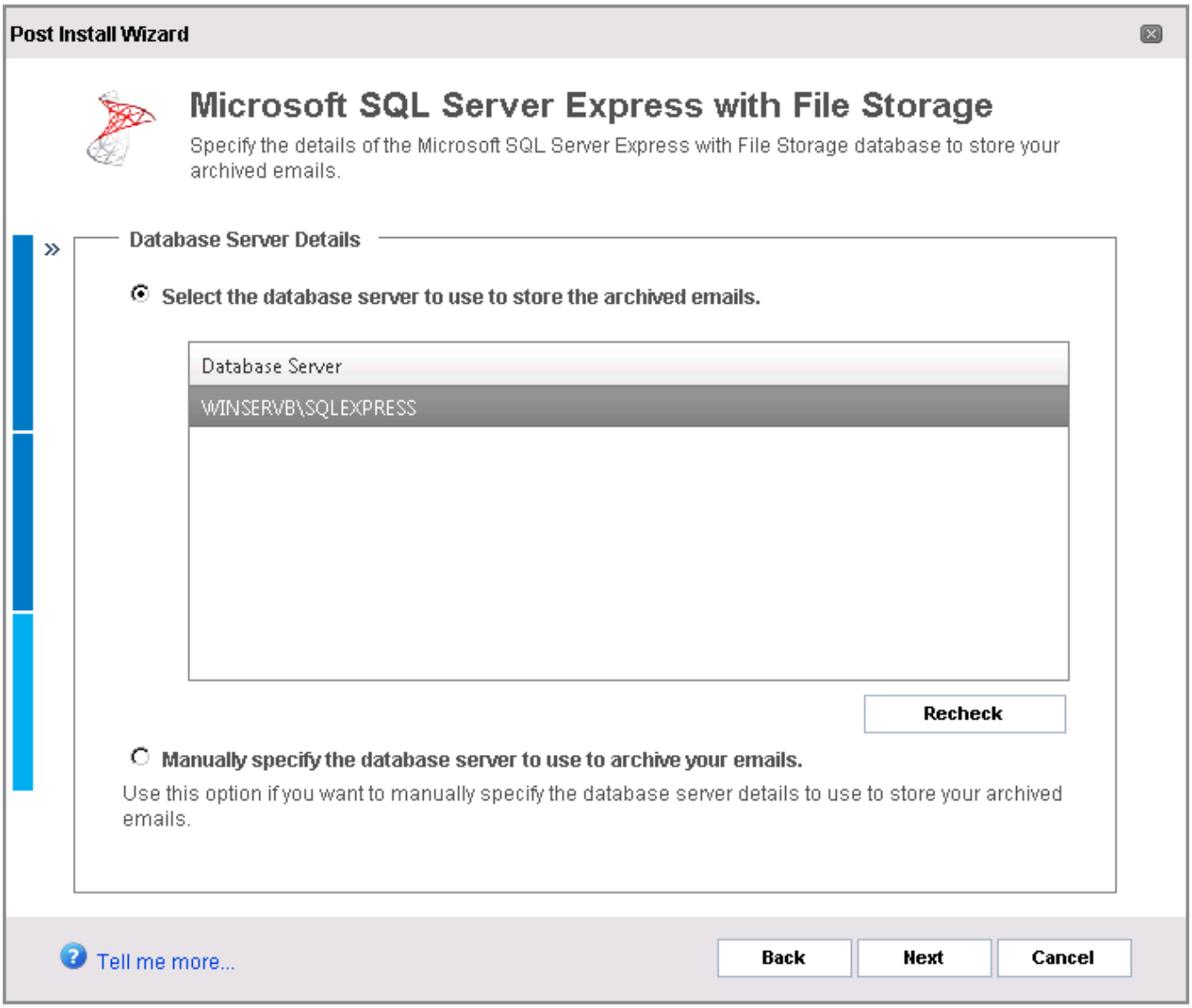
3. Click **Finish**.

3.2.2 Configure Archive Store - SQL Server®

If you have opted to use a Microsoft® SQL Server, Microsoft® SQL Server with File Storage or SQL Server® Express with File Storage, you will now be guided to set up a new Archive Store settings.

NOTE

Ensure SQL Server® is installed in Mixed Mode authentication and TCP IP is enabled.


Post Install Wizard
Microsoft SQL Server Express with File Storage
Specify the details of the Microsoft SQL Server Express with File Storage database to store your archived emails.
Database Server Details
Select the database server to use to store the archived emails.
Database Server
WINSERVB\SQLEXPRESS
Recheck
Manually specify the database server to use to archive your emails.
Use this option if you want to manually specify the database server details to use to store your archived emails.
Tell me more...
Back
Next
Cancel

Screenshot 6: Archive Store creation: Select database

1. In the **Database Server Details** screen, choose an SQL Server® from the list of automatically discovered servers or manually provide the details.

Table 18: Database server details

OPTION	DESCRIPTION
Select the database server to use to store the archived emails.	Enables you to select a SQL Server® from the list of discovered Microsoft® SQL Servers. Click **Recheck** to recheck for any servers that might have come online since the page loaded.
Manually specify the database server to use to archive your emails.	Choose this option to disregard the list of discovered Microsoft® SQL Servers and to specify the details of the server used for your Archive Store.

2. Click **Next** to continue.

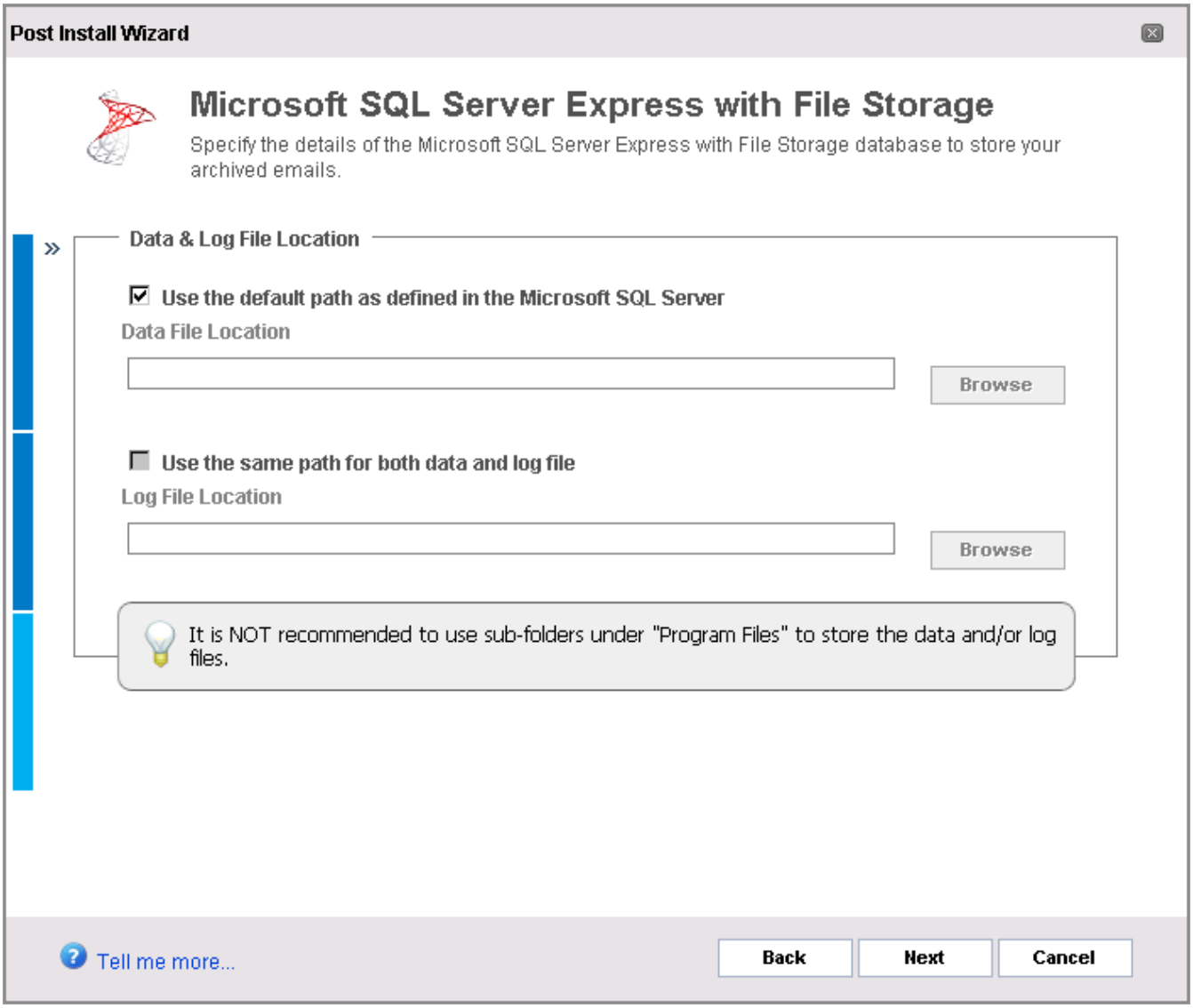
3. If, in the previous screen, you chose to manually specify the details used to store your archived emails, provide the Microsoft® SQL Server database name in the Database Server field. If a database server was selected, continue with the next step.

4. Select the authentication method used to connect to the selected SQL Server®.

Table 19: Archive Store authentication options

OPTION	DESCRIPTION
Integrated Windows Authentication	Uses the login credentials of the currently logged on user to access the SQL Server®. Keying in a username and a password is not required.
Microsoft SQL Server Authentication	Uses the username and password provided in the Username and Password fields to access the SQL Server®.

5. Click **Next** to continue.


Post Install Wizard
Microsoft SQL Server Express with File Storage
Specify the details of the Microsoft SQL Server Express with File Storage database to store your archived emails.
Data & Log File Location
Use the default path as defined in the Microsoft SQL Server
Data File Location
Browse
Use the same path for both data and log file
Log File Location
Browse
It is NOT recommended to use sub-folders under "Program Files" to store the data and/or log files.
Tell me more...
Back
Next
Cancel

Screenshot 7: Archive Store creation: Select data and log file location.

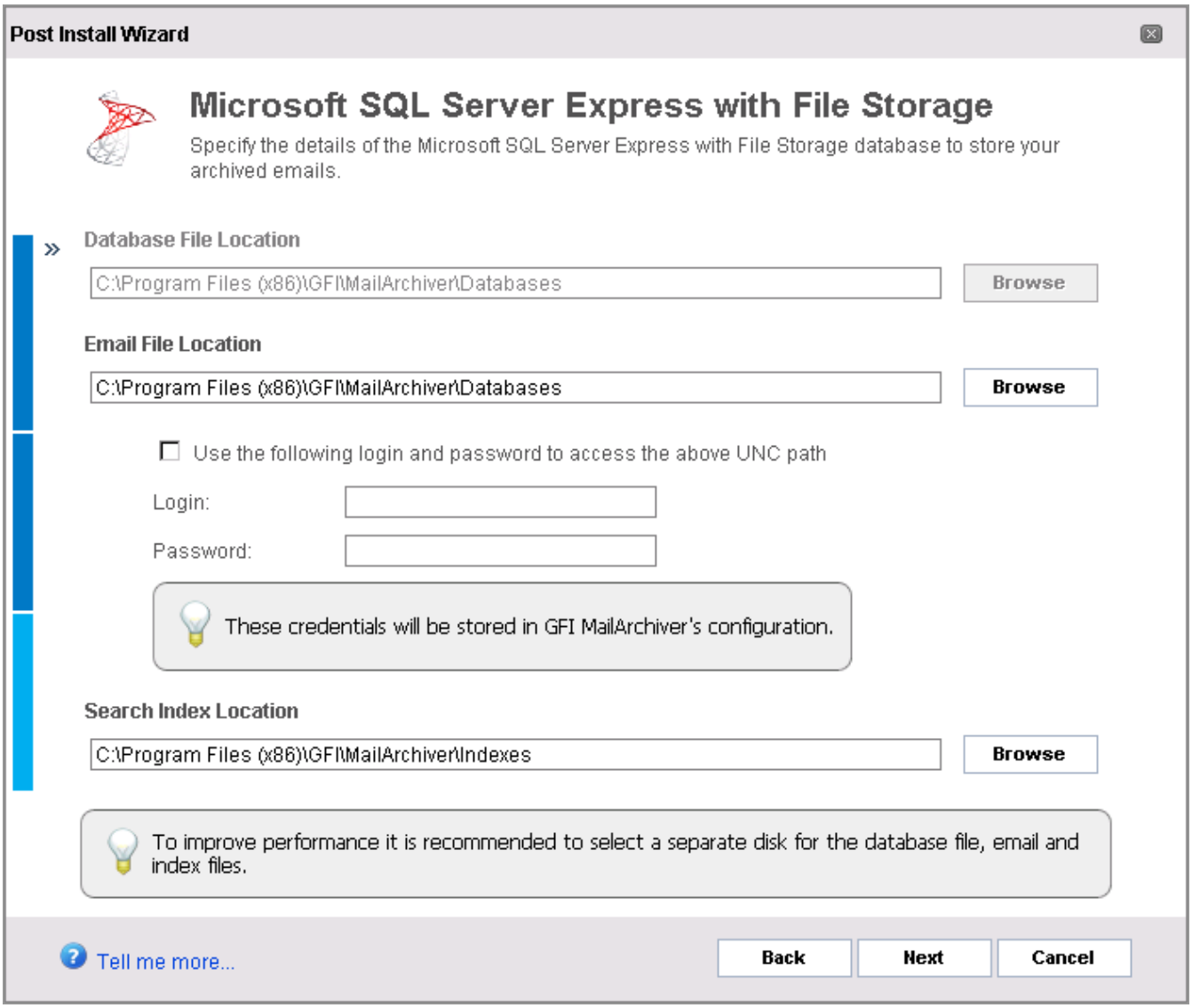
6. Provide the paths for the SQL Server® data (.mdf) and log (.ldf) files. If an existing database was selected, skip to the next step.

Table 20: Archive Store database file location options

OPTION	DESCRIPTION
Use the default path as defined in the Microsoft SQL Server	Instructs GFI MailArchiver to use the default paths configured within SQL Server®. Uncheck this option to configure alternate paths.
Data file location	Defines the location used by GFI MailArchiver to store data files. Key in or click **Browse...** to select the path.

OPTION	DESCRIPTION
Use the same path for both data file and log file.	Instructs GFI MailArchiver to use the path in the **Data & Log File Location** text box as the location for the Log file. Uncheck this option to key in a custom log file location.
Log File Location	Defines the location used by GFI MailArchiver to store the log files. Key in or click **Browse...** to select the path.

7. Click **Next** to continue.


Post Install Wizard
Microsoft SQL Server Express with File Storage
Specify the details of the Microsoft SQL Server Express with File Storage database to store your archived emails.
Database File Location
C:\Program Files (x86)\GFI\MailArchiver\Databases
Browse
Email File Location
C:\Program Files (x86)\GFI\MailArchiver\Databases
Browse
Use the following login and password to access the above UNC path
Login:
Password:
These credentials will be stored in GFI MailArchiver's configuration.
Search Index Location
C:\Program Files (x86)\GFI\MailArchiver\Indexes
Browse
To improve performance it is recommended to select a separate disk for the database file, email and index files.
Tell me more...
Back
Next
Cancel

Screenshot 8: Archive Store creation: Select locations

8. Provide the file locations required for the type of selected SQL Server® type.

> **NOTE**
>
> Some options are not selectable depending on the chosen SQL Server® type.

For example, selecting **Microsoft SQL Server with File Storage** disables **Database File Location** and **Email File Location** options.

Table 21: Database file location options

OPTION	DESCRIPTION
Email file location	Defines the location where the email data will be located. Key in or click **Browse…** to select a location where to store this file. **NOTE** UNC paths are allowed.
Search Index location	Defines the location where the email search index will be located. Key in or click **Browse…** to select a location where to store this file. **NOTE** UNC paths are allowed.
Use the following login and password to access the above UNC path	Enable this option to allow input in the **Login:** and **Password:** fields. The credentials keyed in will be used to access the UNC paths selected.

9. Click **Next** to continue.

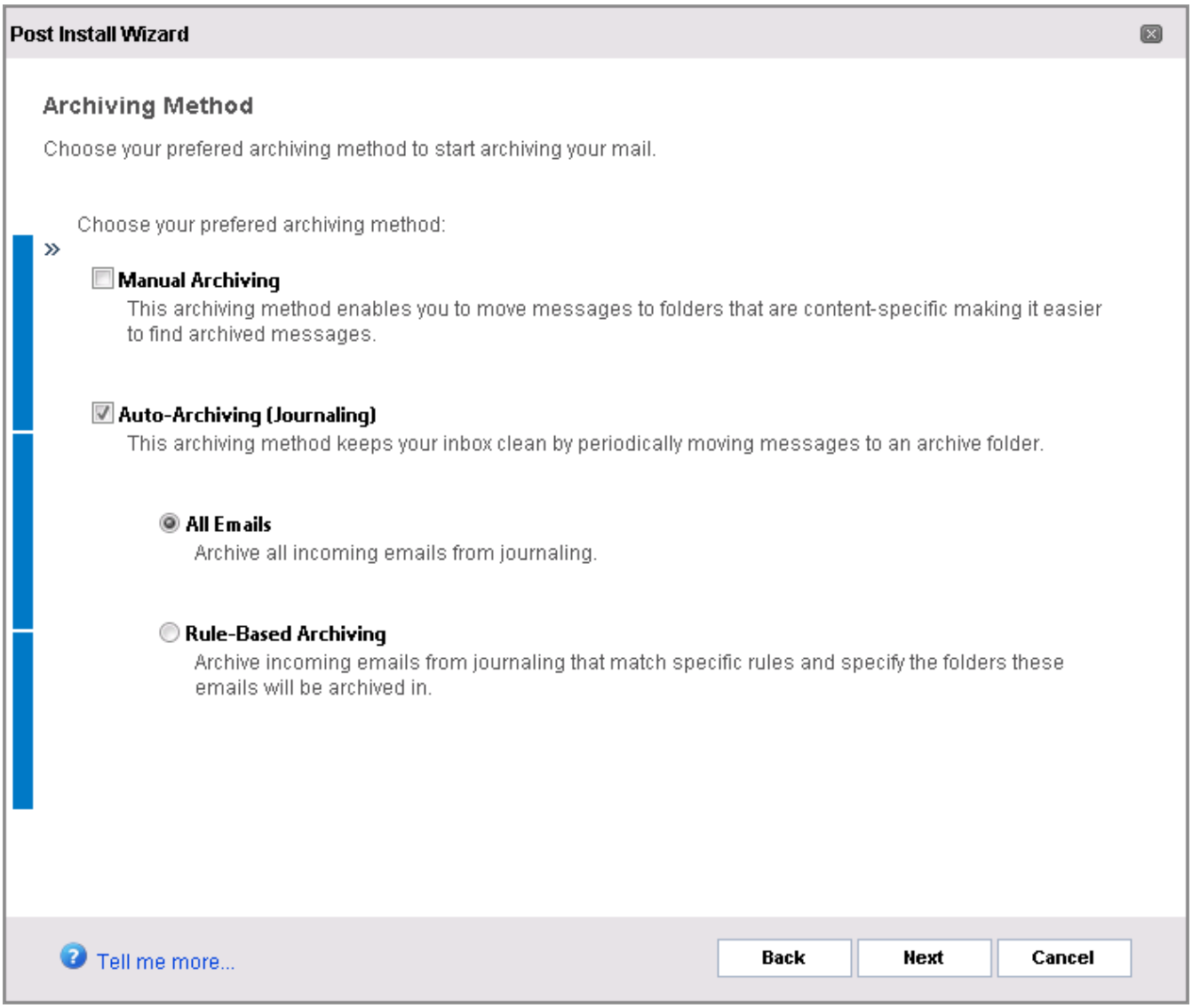
IMPORTANT

For more information, refer to Choosing Your Database Type (page 25).

10. Click **Finish**.

3.3 Configure Archiving Method

The Archiving Method determines which emails are archived by GFI MailArchiver. For example, you can select **Auto-Archiving (journaling)** with **Rule-Based Archiving** if you want to archive emails based on configured Archiving Rules.


Post Install Wizard
Archiving Method
Choose your prefered archiving method to start archiving your mail.
Choose your prefered archiving method:
Manual Archiving
This archiving method enables you to move messages to folders that are content-specific making it easier to find archived messages.
Auto-Archiving (Journaling)
This archiving method keeps your inbox clean by periodically moving messages to an archive folder.
All Emails
Archive all incoming emails from journaling.
Rule-Based Archiving
Archive incoming emails from journaling that match specific rules and specify the folders these emails will be archived in.
Tell me more...
Back
Next
Cancel

Screenshot 9: Post install wizard - choose archiving method

To configure the Archiving Method:

1. From **Configuration** tab, select **Archiving Method**.

2. Click **Configure Archiving Method**.

3. From the **Configuration Wizard** screen, select one or a combination of the following options:

Table 22: Configure archiving method

OPTION	DESCRIPTION
Manual Archiving	This archiving method enables users to manually archive messages from their Microsoft Outlook® client into GFI MailArchiver. Users need to deploy GFI MailArchiver Outlook Addon to be able to manually archive emails. For more information, refer to Configuring Manual Archiving (page 164).

OPTION	DESCRIPTION
Auto-Archiving (Journaling)	GFI MailArchiver uses Microsoft® Exchange Server journaling to retrieve emails to archive in a single mailbox. A Journal mailbox is required to use Auto-Archiving (Journaling) method. An initial Journal mailbox is configured using the post-install wizard. This enables you to start archiving emails from a Microsoft® Exchange Server. If Auto-Archiving (Journaling) method is enabled, select one of the following options: » **All Emails** - select to archive all emails that pass through your configured mail servers. For more information, refer to Managing the Mail Servers to Archive (page 100). » **Rule-Based Archiving** - archive emails based on criteria specified in the configured Archiving Rules. For more information, refer to Configuring Archiving Rules (page 104).

4. Click **Next** to continue setup.

3.3.1 Set Up a Journal Mailbox

Journaling is an email server feature that enables the recording of email in an organization. Through Microsoft® Exchange Server journaling, you can channel the email data to archive into a single mailbox. Emails are then retrieved by GFI MailArchiver for archiving.

For Microsoft® Exchange Server 2007 and later, GFI MailArchiver provides the facility to create the Journal Mailbox on Microsoft® Exchange Server through the post install wizard. Follow the instructions in this section to set up journaling for Microsoft Exchange Server 2007 or later installations.

NOTE

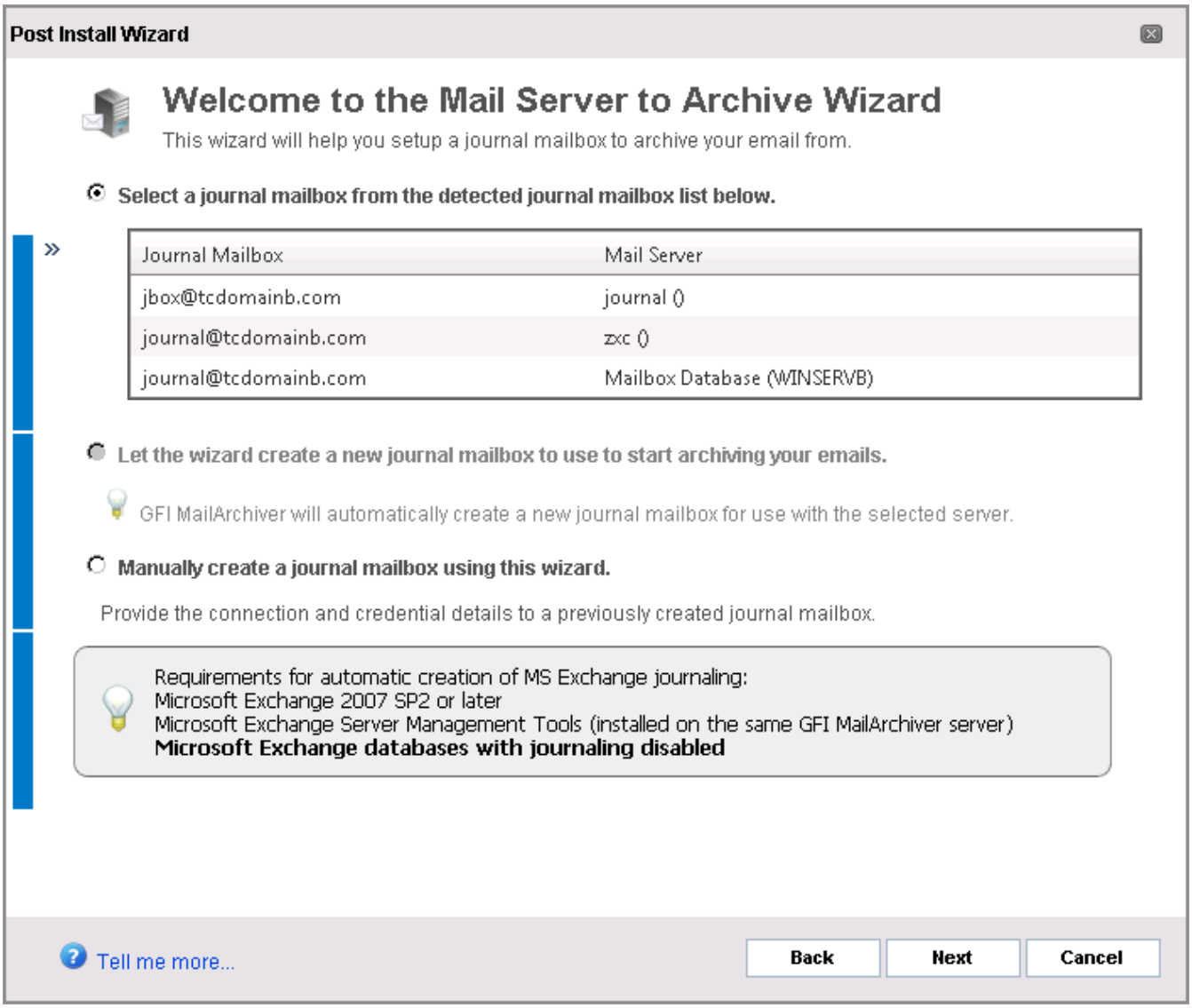
For instructions on how to manually set up a journal mailbox for Microsoft® Exchange Server 2007 or later systems refer to: http://go.gfi.com/?pageid=MAR_ConfiguringJournaling

For Microsoft® Exchange Server 2003 installations, create a journal mailbox as described in Appendix 1 - Create Journal Mailbox Manually.

IMPORTANT

If journaling is not set up correctly, **Auto-archiving (journaling)** method of email archiving will NOT work.

1. In the Configuration Wizard that opens after creating the **Archive Store Profile**, click **Next**.


Post Install Wizard
Welcome to the Mail Server to Archive Wizard
This wizard will help you setup a journal mailbox to archive your email from.
Select a journal mailbox from the detected journal mailbox list below.
Journal Mailbox
Mail Server
jbox@tcdomainb.com
journal ()
journal@tcdomainb.com
zxc ()
journal@tcdomainb.com
Mailbox Database (WINSERVB)
Let the wizard create a new journal mailbox to use to start archiving your emails.
GFI MailArchiver will automatically create a new journal mailbox for use with the selected server.
Manually create a journal mailbox using this wizard.
Provide the connection and credential details to a previously created journal mailbox.
Requirements for automatic creation of MS Exchange journaling:
Microsoft Exchange 2007 SP2 or later
Microsoft Exchange Server Management Tools (installed on the same GFI MailArchiver server)
Microsoft Exchange databases with journaling disabled
Tell me more...
Back
Next
Cancel

Screenshot 10: Journal Mailbox wizard

2. Select whether to automatically create a new Journal Mailbox or to manually specify all Journal Mailbox details. The configuration wizard can also detect any existing journaling mailboxes and gives you the facility to use them.

Table 23: Journal Mailbox options

OPTION	DESCRIPTION
Select a journal mailbox from the detected journal mailbox list below.	Displays a list of Journal Mailboxes detected by the Configuration Wizard. Select this option and a Journal Mailbox from the list displayed to use selected mailbox.
Let the wizard create a new journal mailbox to use to start archiving your emails	Provides the facility to automatically create a new Journal Mailbox. Select this option and a detected Microsoft® Exchange Server to create the new journal mailbox for.
Manually create a Journal Mailbox using this wizard	Provides the facility to create a new Journal Mailbox, providing all the details required to create such mailbox. These may include specifying a Mailbox Store, the connection method, ports used and credentials. **NOTE** Choose this option to configure a Journal Mailbox in Microsoft® Exchange Server 2003.

3. Click **Next** to continue setup.

4. If you have selected **Let the wizard create a new journal mailbox to use to start archiving your emails** or **Manually create a Journal Mailbox using this wizard** option, you will now be prompted to key in the required details for the Journal Mailbox. If **Select a journal mailbox from the detected journal mailbox list** was selected, click **Next**.

Available options are:

Table 24: New journal mailbox options

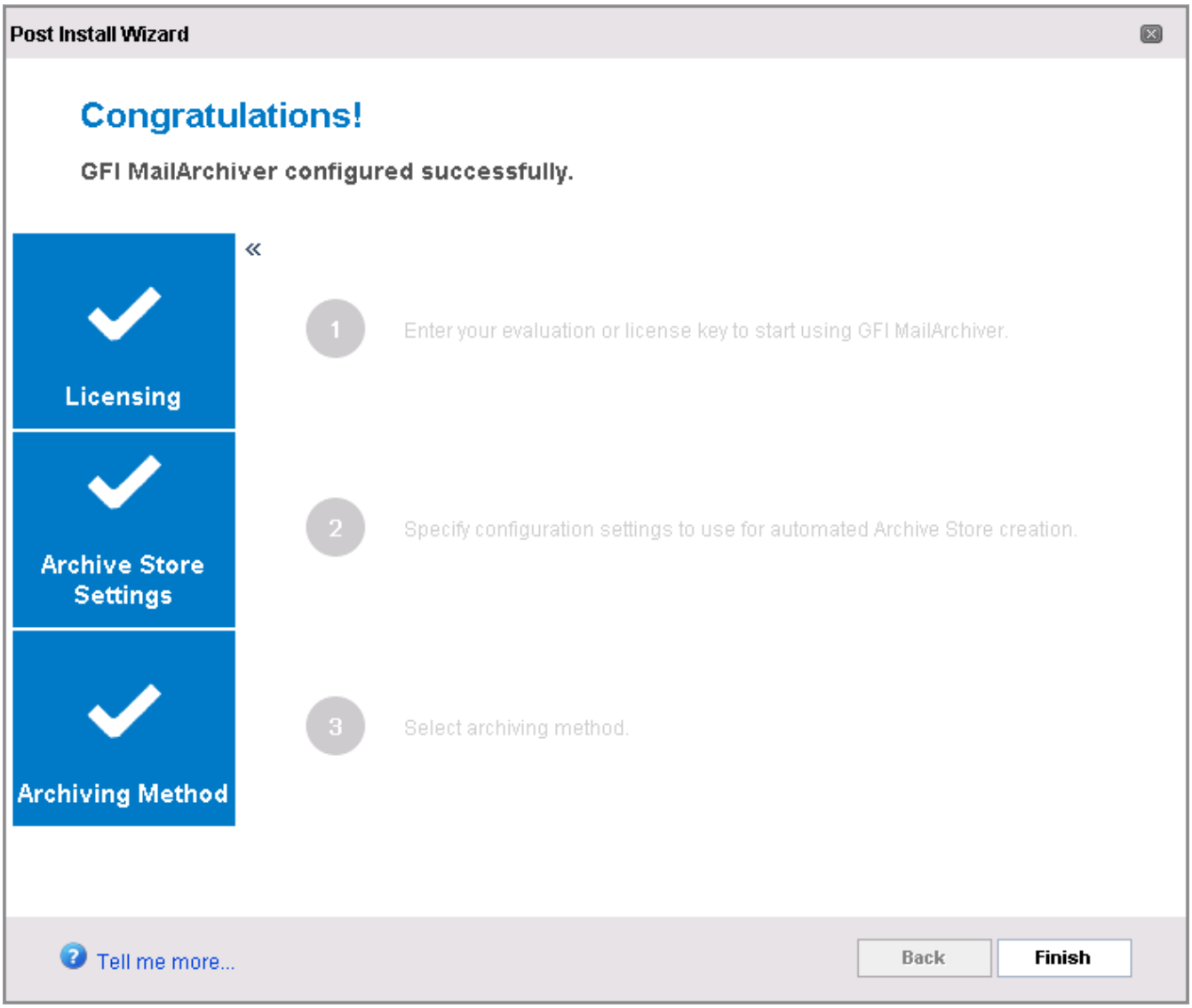
OPTION	DESCRIPTION
Mail Server	Shows the detected name of the mail server where the Journal Mailbox resides.
Connect using:	Defines the connection method used to connect to the Mail Server where the new Journal Mailbox will be created. Available options are: » **ExOLEDB** – Available only if GFI MailArchiver is installed on the same machine as Microsoft® Exchange Server 2003 or 2007. » **IMAP** - Available only if GFI MailArchiver is not installed on the same machine as Microsoft® Exchange Server 2003 or 2007. » **Exchange Web Services (EWS)** - Available only for Microsoft® Exchange Server 2007 SP1 or 2010.
IMAP Port	Shown only if IMAP is selected as the connection method. Defines the IMAP port used to connect to the Mail Server. Default value: 143
Use SSL	Defines whether SSL (Secure Sockets Layer) should be used to secure the connection between GFI MailArchiver and the Mail Server
Login:/Password:	Enables you to provide the login name and password used to connect to the Mail Server.
Mailbox/Folder	Defines the default mailbox/folder that is used to journal emails. Default value: Inbox.

5. Click **Next** to continue setup.

6. Click **Finish** to finalize Journal Mailbox setup.

3.4 Finalizing the Post Install Setup

On completing the requirements of the Post Install wizard, you can now start using GFI MailArchiver to archive emails on your Microsoft® Exchange Server.



Screenshot 11: Post Install Wizard completed successfully

Confirm that the setup for Licensing, the Archive Store Profile and Archiving Method are marked as completed and click **Finish**.

3.5 Test Your Setup

Depending on the Archiving Method chosen during the post installation tasks, test your setup to ensure that emails are archived successfully.

Testing Manual Archiving

1. Open a Microsoft Outlook® installation where GFI MailArchiver Outlook Addon has been deployed.

> **NOTE**
>
> For more information, refer to Configuring Manual Archiving (page 164).

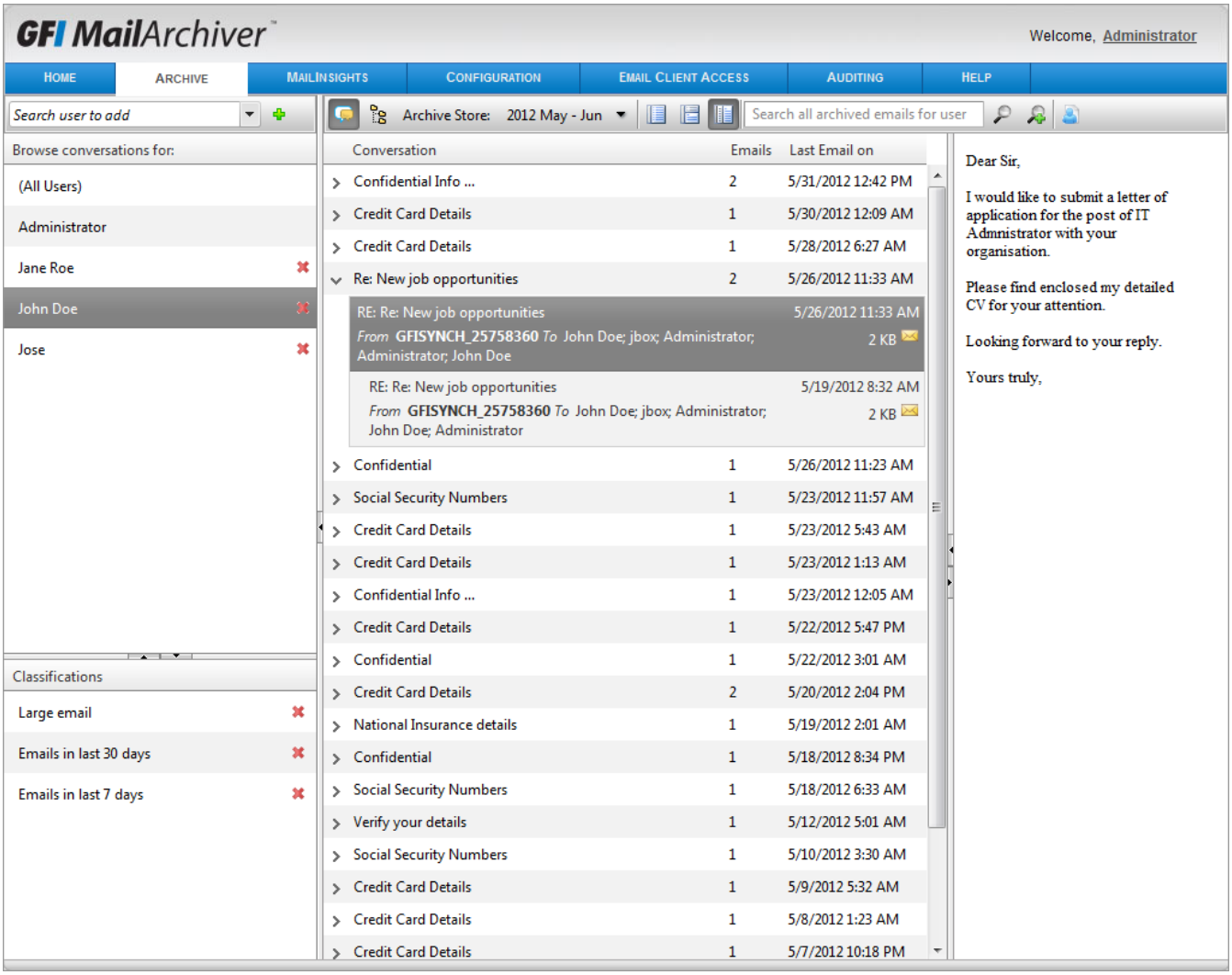
2. Select an email and click the Archive button.
3. In GFI MailArchiver, go to **Archive** tab.

4. Ensure the correct Archive Store is selected and verify that the email archived using the GFI MailArchiver Outlook Addon is displayed in the Conversation pane.

Testing Archiving of Auto-Archiving (Journaling) All Emails

1. Create a new email and send it to an email address that belongs to a mailbox that is being archived.

2. In GFI MailArchiver, go to **Archive** tab.


GFI MailArchiver
Welcome, Administrator
HOME
ARCHIVE
MAILINSIGHTS
CONFIGURATION
EMAIL CLIENT ACCESS
AUDITING
HELP
Search user to add
Archive Store: 2012 May - Jun
Search all archived emails for user
Browse conversations for:
(All Users)
Administrator
Jane Roe
John Doe
Jose
Classifications
Large email
Emails in last 30 days
Emails in last 7 days
Conversation
Emails
Last Email on
Confidential Info ... 2 5/31/2012 12:42 PM
Credit Card Details 1 5/30/2012 12:09 AM
Credit Card Details 1 5/28/2012 6:27 AM
Re: New job opportunities 2 5/26/2012 11:33 AM
RE: Re: New job opportunities 5/26/2012 11:33 AM
From GFISYNCH_25758360 To John Doe; jbox; Administrator; Administrator; John Doe 2 KB
RE: Re: New job opportunities 5/19/2012 8:32 AM
From GFISYNCH_25758360 To John Doe; jbox; Administrator; John Doe; Administrator 2 KB
Confidential 1 5/26/2012 11:23 AM
Social Security Numbers 1 5/23/2012 11:57 AM
Credit Card Details 1 5/23/2012 5:43 AM
Credit Card Details 1 5/23/2012 1:13 AM
Confidential Info ... 1 5/23/2012 12:05 AM
Credit Card Details 1 5/22/2012 5:47 PM
Confidential 1 5/22/2012 3:01 AM
Credit Card Details 2 5/20/2012 2:04 PM
National Insurance details 1 5/19/2012 2:01 AM
Confidential 1 5/18/2012 8:34 PM
Social Security Numbers 1 5/18/2012 6:33 AM
Verify your details 1 5/12/2012 5:01 AM
Social Security Numbers 1 5/10/2012 3:30 AM
Credit Card Details 1 5/9/2012 5:32 AM
Credit Card Details 1 5/8/2012 1:23 AM
Credit Card Details 1 5/7/2012 10:18 PM
Dear Sir,
I would like to submit a letter of application for the post of IT Administrator with your organisation.
Please find enclosed my detailed CV for your attention.
Looking forward to your reply.
Yours truly,

Screenshot 12: Search for email

3. Ensure the correct Archive Store is selected and verify that the archived email is displayed in the **Conversation** pane.

Testing Rule-based Archiving

1. Ensure that Archiving rules have been configured. For more information, refer to Configuring Archiving Rules (page 104).

2. Create a new email based on the criteria configured in the Archiving Rules and send it to a valid email address.

3. In GFI MailArchiver, go to **Archive** tab.

4. Ensure the correct Archive Store is selected and verify that the archived email is displayed in the **Conversation** pane.

NOTE

When satisfied that GFI MailArchiver is archiving emails correctly, you may want to set up mailbox management policies that remove email from your Microsoft Exchange server. Refer to the following sections in this guide for more information:

- Removing emails from Microsoft Exchange Server 2003
- Removing emails from Microsoft Exchange Server 2007
- Removing emails from Microsoft Exchange Server 2010
- Removing emails from Microsoft Exchange 2013

4 Upgrading From Previous Versions

4.1 Why Upgrade to GFI MailArchiver 2012?

GFI MailArchiver 2012 includes a number of new features aimed at making email archiving an easier job for you, with improved user experience and performance. Most importantly, this edition includes a simplified archiving configuration, where the archiving process is fully automatic, making it easier to understand and manage.

Other important features in GFI MailArchiver 2012:

- Anywhere, anytime access via IMAP to the email archive from any device - iPhone®, iPad®, Android™ and more.
- Archive business-critical documents in addition to email - all the benefits of the email archive have been extended to other important files.
- Choose how to archive using **rule-based archiving** which allows for selective archiving and the deletion of archived email.
- Extract business intelligence from your email archive - MailInsights reports can help you identify potential security breaches, legal risks and productivity issues by extracting key data from your email archive. Reports can be issued on demand or scheduled and sent to your inbox on a regular basis.

4.1.1 What Benefits do the new Archive Stores offer?

New functionality within GFI MailArchiver automatically creates new Archive Stores ensuring all emails are correctly categorized into their respective Archive Stores, enabling users to manage and browse the email archive better and in a more organized fashion.

As soon as a new email is waiting to be archived, GFI MailArchiver categorizes the email based on the received date and assigns the email to the respective Archive Store. If no valid Archive Store is found, a new one is created automatically based on the New Archive Store Settings configured using the **Post Install Wizard**. A valid Archive Store is one that is not marked as **Full** or **Read-only**.

> **NOTE**
>
> You can prevent email archiving in a particular archive store. This will mark the archive store as full and a new archive store will be created when new emails need to be archived to that particular date range. For more information, refer to Editing Existing Archive Store Details (page 119).

Another new feature related to Archive Stores is the ability to define a naming pattern for new Archive Stores. This pattern ensures consistency, creates uniformity and makes it more understandable to the users when they are browsing their Archive Stores.

4.2 Upgrading from Versions Earlier than GFI MailArchiver 2012

Archive Stores from an older version of GFI MailArchiver can be upgraded and used under the new architecture. When the upgrade procedure is carried out, GFI MailArchiver 2012 prompts you to upgrade all existing Archive Stores. This is mandatory in order for GFI MailArchiver to automatically detect a date range for each archive store. Once this is done then all Archive Stores will have their respective date ranges assigned and new emails can be archived to them. Empty Archive Stores will be marked as invalid and can be safely deleted.

In GFI MailArchiver 2012, Archive Store Management is redesigned to automate the Archive Store creation process. This has an effect on how several features within the product work. There are also new requirements that must be met for new Archive Store automation to work.

The table below lists the new feature requirements and changes:

Table 25: New feature requirements related to Archive Store automation

FEATURE / REQUIREMENT	DESCRIPTION
Database Schema Upgrade	Ensure that the Database Schema is upgraded during the installation / upgrade process, otherwise Archive Store automation is not implemented and GFI MailArchiver 2012 does not work. The Database Schema can also be upgraded manually using the Database Schema Upgrader tool. For more information, refer to Upgrading the Database Schema (page 130).
Databases cannot be created manually	Archive Stores can no longer be created manually. Archive Store management is an automated process handled by GFI MailArchiver.
Automatic Archive Store Creation	To facilitate Archive Store management, GFI MailArchiver creates new Archive Stores as required. The new Archive Stores are created when emails are received into GFI MailArchiver from Journaling or from Manual Archiving, based on the template settings specified in the **New Archive Store Settings**.
New Archive Store Settings	A template for automatically creating new Archive Stores is created based on **New Archive Store Settings** specified during post installation tasks. This template can be modified later from the GFI MailArchiver UI. For more information, refer to Configuring New Archive Store Settings (page 117).
Scheduling Archive Stores	Archive Stores are automatically created periodically on a predefined schedule. The default and recommended rollover period is Bi-Monthly. For more information, refer to Scheduling Archive Stores (page 123).
No active / inactive Archive Store	Created Archive Stores remain active until the Archive Store is full, or set as read-only, so emails with dates that span the Archive Store period are archived within the respective container.
A read-only Archive Store	An Archive Store can be set as Read-only. When this happens, a new Archive Store for the same period is created when an email that falls within that time bracket needs to be archived. For more information, refer to Editing Existing Archive Store Details (page 119).
A full Archive Store	A new Archive Store for the same period is created if the recommended size limit for that Archive Store is reached. This feature is only available for Archive Stores based on SQL Server® Express and Firebird databases.
Single instance storage	Using a single-instance storage system, GFI MailArchiver ensures that no duplicate emails are kept within the same Archive Store.
Importing emails into GFI MailArchiver	When using the GFI MailArchiver Import Export Tool to import emails in GFI MailArchiver, emails are sorted and archived according to their date without the need of creating a plan. New Archive Stores are created as required if none exist for a particular period. If an email is imported for 1 user, then all recipients / senders in the email have ownership of that email, and they can access it. Archive Stores created during import process can be used for normal GFI MailArchiver operations when emails are archived from journaling or manual archiving. For more information, refer to Import and Export Emails (page 185).

4.3 Before You Upgrade

1. Ensure that you are logged on as Administrator or using an account with administrative privileges.
2. Before starting installation, save and close all open applications on the machine.
3. Check all the System requirements before proceeding with upgrade.

NOTE

For more information on upgrading from versions earlier than GFI MailArchiver 6, refer to:

http://go.gfi.com/?pageid=MAR_UpgradeDatabase

4.4 Upgrading GFI MailArchiver

1. Double-click on:

- **Mailarchiver.exe** to upgrade GFI MailArchiver on x86 systems
- **Mailarchiver_x64.exe** to upgrade GFI MailArchiver on x64 systems

2. On the **Welcome** page, click **Next**.

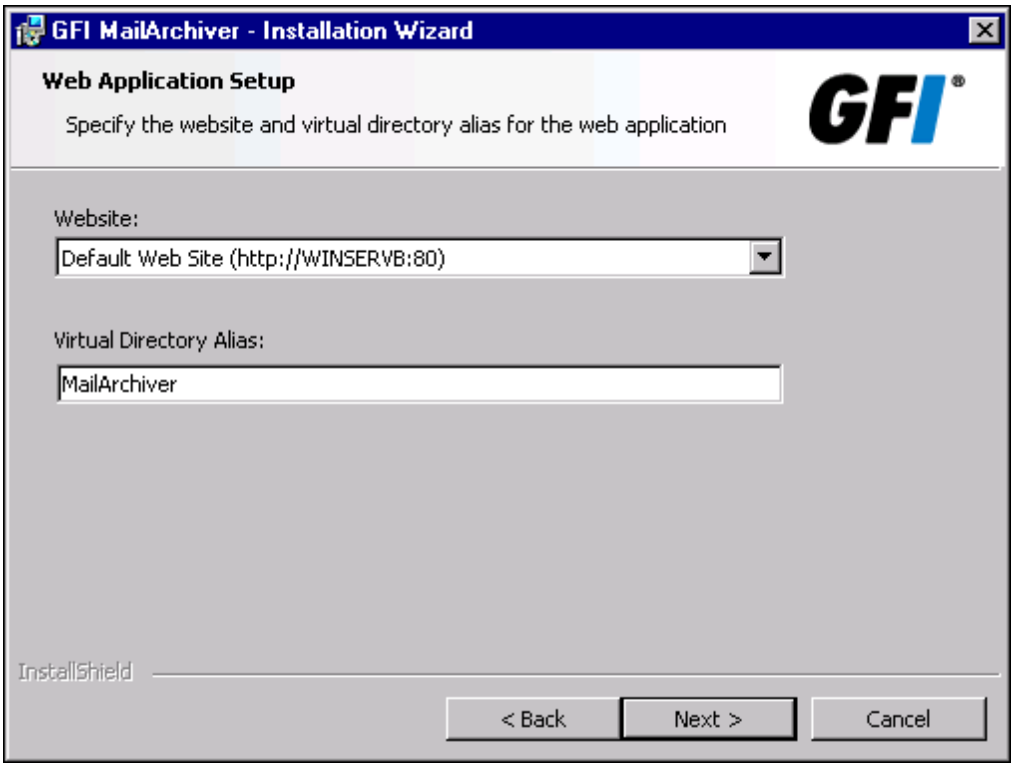
3. Select whether to check for a newer build of GFI MailArchiver on the GFI Website. Click **Next** to continue.

4. Read the license agreement and select **I accept the terms in the license agreement** option. Click **Next** to continue.

5. If you are upgrading from a previous version of GFI MailArchiver, you are asked to key in the administrator email address and license key. Click **Next** to continue. Otherwise skip to the next step.

NOTE

To upgrade the license from a previous version or to evaluate GFI MailArchiver, click **Tell me more** and apply for a key. For further information refer to:
http://go.gfi.com/?pageid=MAR_UpgradeInformation



Screenshot 13: Specify the website and virtual directory alias for the web application

6. If you want to change the default values for the Website and Virtual Directory Alias, modify the values in the **Website:** and **Virtual Directory Alias:** fields. These values define which URL you use to access GFI MailArchiver. Click **Next**.

7. Click Install to install GFI MailArchiver.

8. Click **Upgrade** to upgrade your existing database schemas to the new GFI MailArchiver schema and click **Next** to continue setup.

IMPORTANT

It is highly recommended to upgrade all Database Schemas to ensure GFI MailArchiver works correctly. For more information, refer to Upgrading the Database Schema (page 130).

NOTE

To continue setup without updating your database schemas, select **Skip Database schema upgrade. I will upgrade this later.** and click **Next**.

9. Click **Finish** to close the installation wizard.

4.5 Post Upgrade Actions

4.5.1 Check Licensing

A valid license key enables you to use GFI MailArchiver without any restrictions.

To review the currently installed license key, select **Configuration** and click **Change license key**. For more information, refer to Viewing and Editing License Keys (page 153).

Table 26: Licensing options

UPGRADE TYPE	DESCRIPTION
From the same version but an older build	» If previous license key was full you will not be asked for a license key during installation. Once the UI is loaded, you will not be asked to enter the key. » If previous license key is expired you will not be asked for a license key during installation. You will be asked to enter the key in post installation. » If previous license key was an evaluation key you will not be asked for a License key during installation. • If evaluation license key is expired, you will be asked to purchase a key in post installation. • If evaluation license key is not expired, you will not be asked for a key. **NOTE** '**Older build**' refers to compiled GFI MailArchiver software for the same version.
From a previous version of GFI MailArchiver	» The previous license key is not valid. Enter the new license key during installation when prompted. Refer to: http://go.gfi.com/?pageid=MAR_UpgradeInformation

5 Using GFI MailArchiver

Read this chapter for information related to:

- Logging in GFI MailArchiver
- Browsing archived emails
- Working with emails
- Searching for archived emails
- Accessing multiple mailboxes
- Changing the display language

5.1 Logging In GFI MailArchiver

Navigate to **Start** > **GFI MailArchiver** > **GFI MailArchiver**. GFI MailArchiver will load in your default Internet browser. Key in your domain credentials (username and password used to login to Windows®) when prompted.
Alternately, from your Internet browser, key in the following URL:

```
http://<GFI MailArchiver host name>/<GFI MailArchiver virtual folder name>
```

For example:

```
http://mydomain.com/MailArchiver
```

By default, GFI MailArchiver does not require any login credentials while logging in. It will instead use the credentials of the currently logged in user. Closing your browser session logs off the currently logged on user from GFI MailArchiver.

NOTE

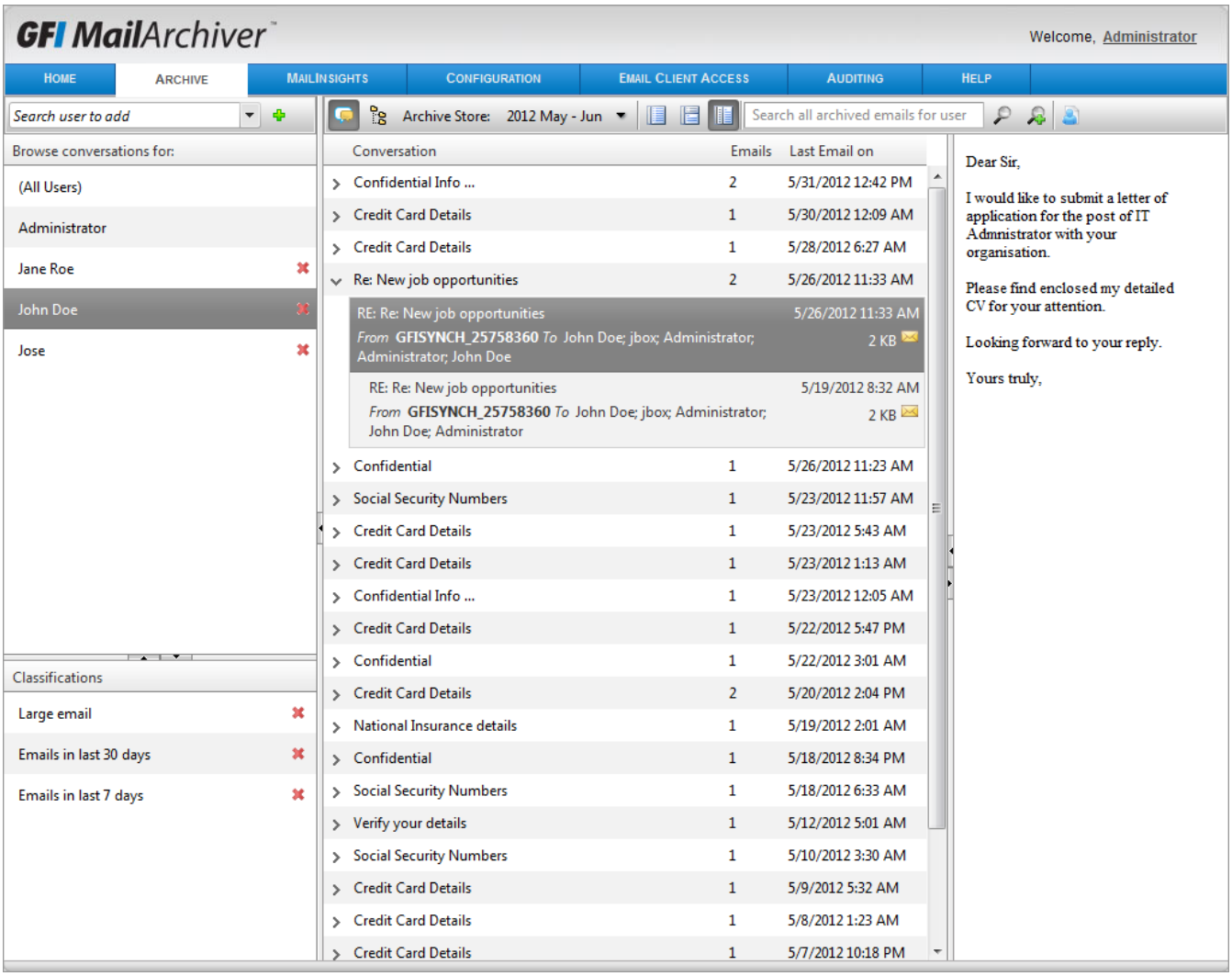
To login as a different user, log off your profile and log in using a different Windows® user.

NOTE

If you are logging in from a computer that is not joined to the domain where GFI MailArchiver is installed, you will be prompted to key in the credentials used to log in the domain where GFI MailArchiver is installed.

5.2 Browsing Archived Emails

1. From GFI MailArchiver, select **Archive** tab.


GFI MailArchiver
Welcome, Administrator
HOME
ARCHIVE
MAILINSIGHTS
CONFIGURATION
EMAIL CLIENT ACCESS
AUDITING
HELP
Search user to add
Archive Store: 2012 May - Jun
Search all archived emails for user
Browse conversations for:
(All Users)
Administrator
Jane Roe
John Doe
Jose
Classifications
Large email
Emails in last 30 days
Emails in last 7 days
Conversation
Emails
Last Email on
Confidential Info ... 2 5/31/2012 12:42 PM
Credit Card Details 1 5/30/2012 12:09 AM
Credit Card Details 1 5/28/2012 6:27 AM
Re: New job opportunities 2 5/26/2012 11:33 AM
RE: Re: New job opportunities 5/26/2012 11:33 AM
From GFISYNCH_25758360 To John Doe; jbox; Administrator; Administrator; John Doe 2 KB
RE: Re: New job opportunities 5/19/2012 8:32 AM
From GFISYNCH_25758360 To John Doe; jbox; Administrator; John Doe; Administrator 2 KB
Confidential 1 5/26/2012 11:23 AM
Social Security Numbers 1 5/23/2012 11:57 AM
Credit Card Details 1 5/23/2012 5:43 AM
Credit Card Details 1 5/23/2012 1:13 AM
Confidential Info ... 1 5/23/2012 12:05 AM
Credit Card Details 1 5/22/2012 5:47 PM
Confidential 1 5/22/2012 3:01 AM
Credit Card Details 2 5/20/2012 2:04 PM
National Insurance details 1 5/19/2012 2:01 AM
Confidential 1 5/18/2012 8:34 PM
Social Security Numbers 1 5/18/2012 6:33 AM
Verify your details 1 5/12/2012 5:01 AM
Social Security Numbers 1 5/10/2012 3:30 AM
Credit Card Details 1 5/9/2012 5:32 AM
Credit Card Details 1 5/8/2012 1:23 AM
Credit Card Details 1 5/7/2012 10:18 PM
Dear Sir,
I would like to submit a letter of application for the post of IT Administrator with your organisation.
Please find enclosed my detailed CV for your attention.
Looking forward to your reply.
Yours truly,

Screenshot 14: Browsing Archived Emails

2. In the Archive tab, you can view emails archived for all the mailboxes that you have been granted access to. You can also perform several actions as described in the table below.

Table 27: Archive Tab options

OPTION	DESCRIPTION
Search all archived emails for user	Enables you to search for emails. Key in the words or phrases to search for and click . Results are displayed in the emails pane.
	Hides the email preview pane.
	Shows the email preview pane.
	Toggles the email preview pane from displaying emails at the bottom to displaying emails at the side of the email list page.
	Displays emails in message view.
	Displays emails in mailbox view.
	Displays the list of mailboxes the currently logged in user has access to. From the accounts list, select the Archive Store to view mailboxes for form the List accounts in archive option. Click Close to exit Account list.

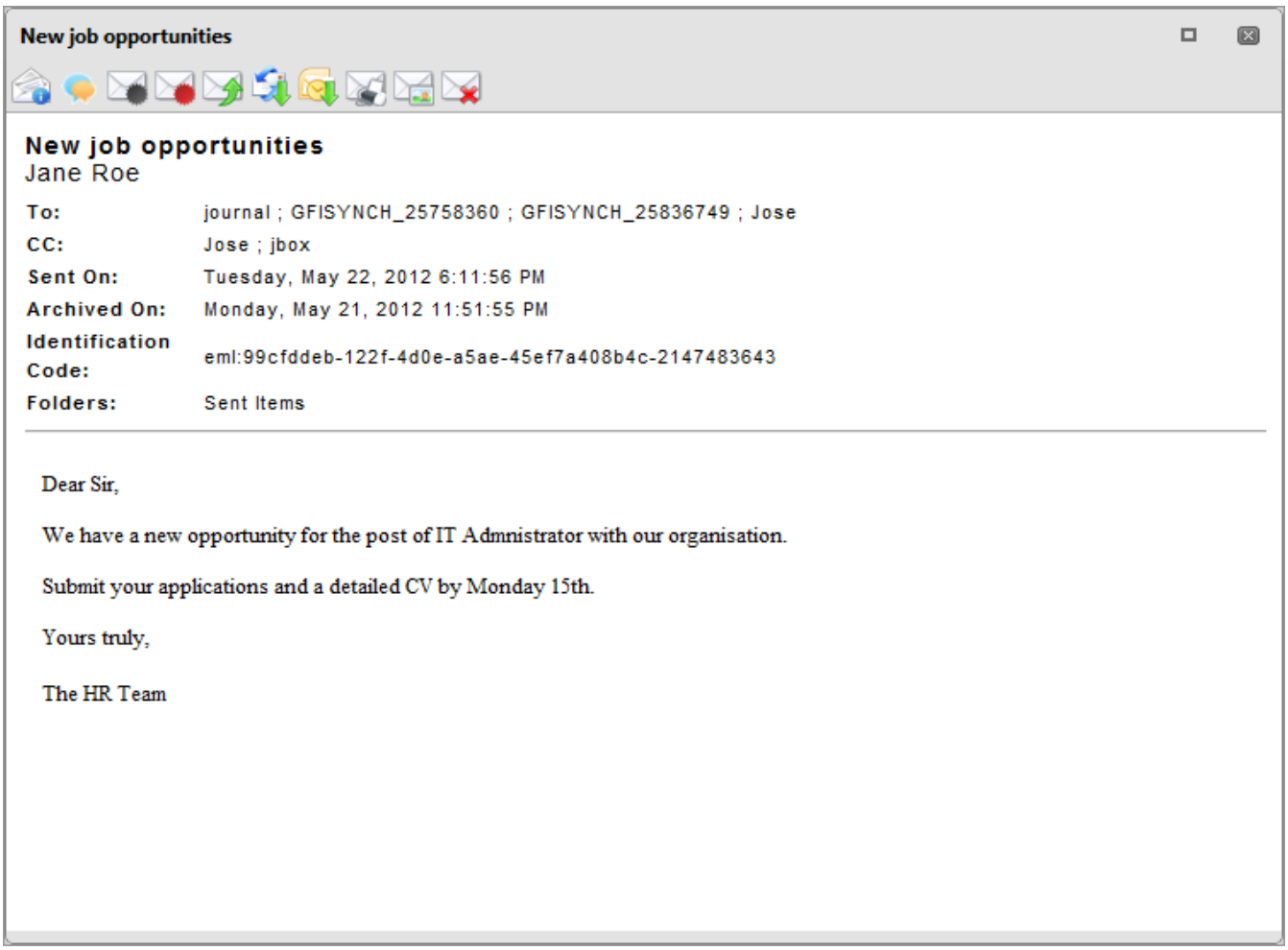
OPTION	DESCRIPTION
✖	Deletes the selected Emails if Email Deletion has been enabled by your System Administrator. If Email Deletion is not enabled, this icon will not be displayed. **NOTE** Emails cannot be deleted from Read-only Archive Stores or when Legal-hold is enabled.

NOTE

By default, GFI MailArchiver displays 25 emails per page. To change this value, click the user name displayed on the top right hand corner of your screen and change the value of the Number of emails to display per page option. Click Save.

5.3 Working With Emails

Within the GFI MailArchiver Archive tab, you can view and take action on archived emails. To view an email, select the email from the mailbox or message view. This will display the selected email in the preview pane. Double click an email to view it in the email view window.


New job opportunities
New job opportunities
Jane Roe
To: journal ; GFISYNCH_25758360 ; GFISYNCH_25836749 ; Jose
CC: Jose ; jbox
Sent On: Tuesday, May 22, 2012 6:11:56 PM
Archived On: Monday, May 21, 2012 11:51:55 PM
Identification Code: eml:99cfddeb-122f-4d0e-a5ae-45ef7a408b4c-2147483643
Folders: Sent Items
Dear Sir,
We have a new opportunity for the post of IT Admnistrator with our organisation.
Submit your applications and a detailed CV by Monday 15th.
Yours truly,
The HR Team

Screenshot 15: Working with emails within GFI MailArchiver

In the email view window, email contents are displayed and several actions can be performed. These actions are listed and described in below.

Table 28: Email View options

OPTION	DESCRIPTION
	View email headers. Click to view email Internet headers. These are displayed in a panel. Click this button again or select close to close panel.
	View conversation thread Click button to view the whole conversation in the mail view window. All emails forming part of the conversation are listed. Click this button again or select close to close the panel.
	Edit email labels (Personal and Global) Enables you to categorize emails through labeling. This feature is useful during searches for specific mail types, For example search all emails labeled as “Important”. **To add a label:** 1. From ‘Available Labels’, key in a new email label or select an existing one. 2. Click **Label Email** to label email with the keyed in or selected label. **To remove a previously assigned label:** 1. Select a previously assigned label. 2. Click **Remove label**. Click this button again or select close to close panel. **NOTE** Labels are displayed in the ‘Labels’ field in black. Labels assigned at an organization level through categorization policies are in red. You cannot remove categorization policies labels from an email.
	Restore email Restores emails using the OneClick Restore feature that restores an archived email to a specific mailbox or forwards a copy to an email address. In the restore email panel, key in the email address where to send a copy of the current email and click **Restore Email**.
	Save email to disk (EML format) Downloads the whole email to disk including any attachments, in .eml format. This format is compatible with a number of email clients such as Microsoft Outlook® Express, Windows® Mail, and Mozilla Thunderbird. In the **File download** dialog box, select **Save**, and select the location where to save the file.
	Save email to disk (MSG format) Downloads the whole email to disk including any attachments, in .msg format, which is compatible with Microsoft Outlook®. In the File download dialog box, select Save, and select the location where to save the file.
	Print email Displays email in a printer friendly format in a new browser window. Use the print function of your browser to print the email.
	Show images in email Use this button to display embedded images within the email.
	Mark as not SPAM Use this button to mark as not SPAM an email that was previously identified as SPAM by an anti-spam solution. Requires a SPAM retention policy to be set up
	Delete Email Deletes the current email if Email Deletion has been enabled by your System Administrator. If Email Deletion is not enabled, this icon will not be displayed. **NOTE** Emails cannot be deleted from Read-only Archive Stores or when Legal-hold is enabled.

5.4 Searching Archived Emails

Within GFI MailArchiver, you can search for emails using the **Search Archived Emails** text box. When searching for emails, GFI MailArchiver will query the email index retrieve any matching email and its

respective attachment.

Apart from the **Search Archived Emails** text box, GFI MailArchiver also provides you with an **Advanced Search** feature that provides an extensive range of search options.

> **NOTE**
>
> For more information, refer to Advanced Search (page 57).

In the **Search Archived Emails** text box, you can also use wildcards as described in the table below.

Table 29: Wildcard description

WILDCARD	DESCRIPTION
?	Matches any single character.
*	Matches any string of characters.

For example:

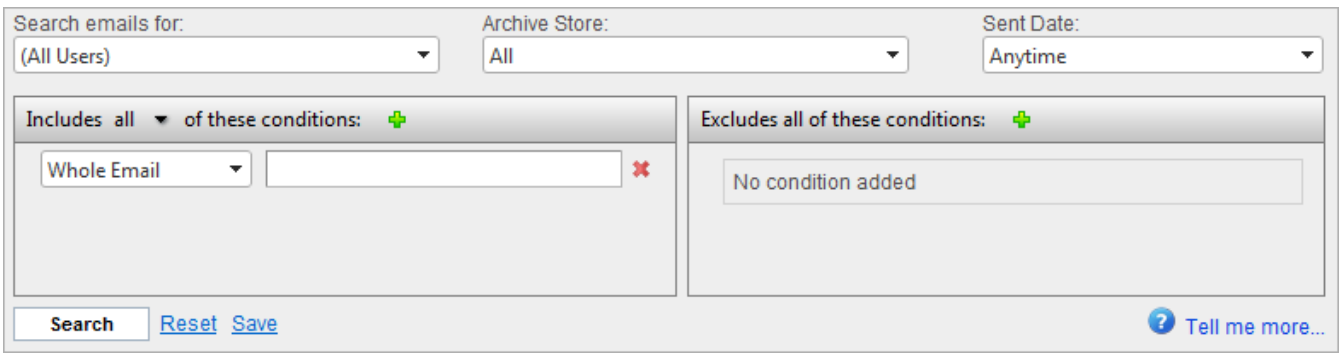
To search for emails containing the word '**Swiss**', key in 'sw??s' or 'sw*s' in the **Archived Emails** text box.

Emails matching the search query are displayed in the emails pane. GFI MailArchiver displays up to 25 emails per page. If more than 25 emails are matched for each search query, GFI MailArchiver will spread the emails out on separate pages. Use the slider at the bottom of the email pane to change from one page to the next.

5.4.1 Advanced Search

The Advanced Search is an extension of the Search feature that enables you to use a wide range of search criteria when searching for emails.

1. From the **Archive** tab, select .



Screenshot 16: Advanced Search Options

2. In the **Advanced Search Options** area, use the features described in the table below to perform an advanced search.

Table 30: Advanced Search options

OPTION	DESCRIPTION
Archive Store	Defines the Archive Store where the search will be performed. Select one or more Archive Stores from the available list of Archive Stores.
Sent date	Defines the date when the email to search for was sent.

OPTION	DESCRIPTION
Includes all/any	Defines whether to display emails that match all conditions or emails that match any of the conditions. From the drop-down list select: » **All** - Displays emails that match at least one of the conditions specified. » **Any** - Displays emails that meet all the conditions specified.
	Click this button to add conditions. Available conditions are: » **Subject** - Search for emails having a specific subject. » **Sender** - Specify the email address or Active Directory® display name of the email sender for which to search emails. » **Recipient** - Specify the email address or Active Directory® display name of the email recipient for which to search emails. » **Sent Date** - Search for emails sent before, after or exactly on a specific date. Key in or select a date, and select Is before, Is after or Is exactly. » **Received Date** - Search for emails received before, after or exactly on a specific date. Key in or select a date, and select Is before, Is after or Is exactly. » **Size (KB)** - Search for emails that are bigger, smaller or equal to a particular size. Key in a size and select Is greater than, Is smaller than and Is exactly. » **Message ID** - Search using the 'Message ID' field contained in the email header. Key in or paste the message ID of the email to find. » **Whole Email** - Search for emails that have some specific content anywhere in the email (including the body, headers and attachments). » **Body** - Search for emails that have some specific content in the body. » **Attachment** - Search for emails that have some specific content anywhere in the attachment. » **Folder** - Search for emails contained in a specific mailbox folder. » **Folder/Subfolders** - Search for emails contained in a specific subfolder within a mailbox folder. » **Label** - Search for emails categorized with a specific label. **NOTE** Click ✖ next to a search condition to remove it.
Exclude emails with the following conditions	Defines a list of conditions that the email will **NOT** have to meet to be returned as a search result. Click ✚ and select the conditions to apply. The conditions that can be selected are similar to the ones described above. **NOTE** Click ✖ next to a search criteria to remove it from search.
Search	Starts the search for the archived emails. Results are returned as per the conditions selected.
Reset	Resets the search conditions and enables you to start all over again.
Save	Saves the search conditions as a saved search query that can be triggered at any time. Saved searches are displayed in the **Classifications** window under **Archive** tab.

5.4.2 Email Search Using Smart Phones

Within GFI MailArchiver, you can search for emails using a smart phone.

NOTE

This feature is supported by the following mobile Operating Systems:

- Android 2.1+
- Apple iPhone iOS 4
- Blackberry OS5+

To perform a simple search:

1. Launch the Internet browser on your smart phone and key in the URL where GFI MailArchiver is located in the following format:

```
http://<GFI MailArchiver host name>/<GFI MailArchiver virtual folder name>
```

For example:

```
http://mydomain.com/MailArchiver
```

Screenshot 17: Smart Phone Login Screen

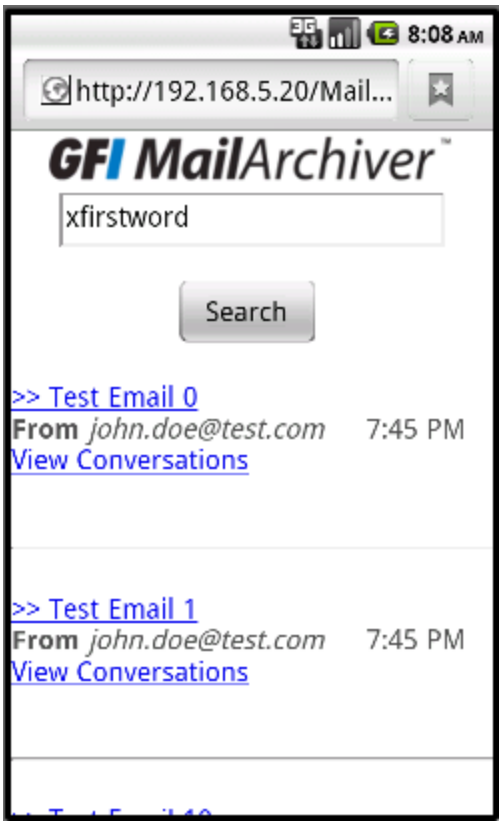
2. Sign in using your credentials.

Screenshot 18: GFI MailArchiver Home Page for Smart Phones

NOTE

The Mobile User Interface uses the same language settings as those configured by the user in GFI MailArchiver. For more information, refer to Changing User Preferences (page 90).

3. Key in the text to search for and click **Search**.

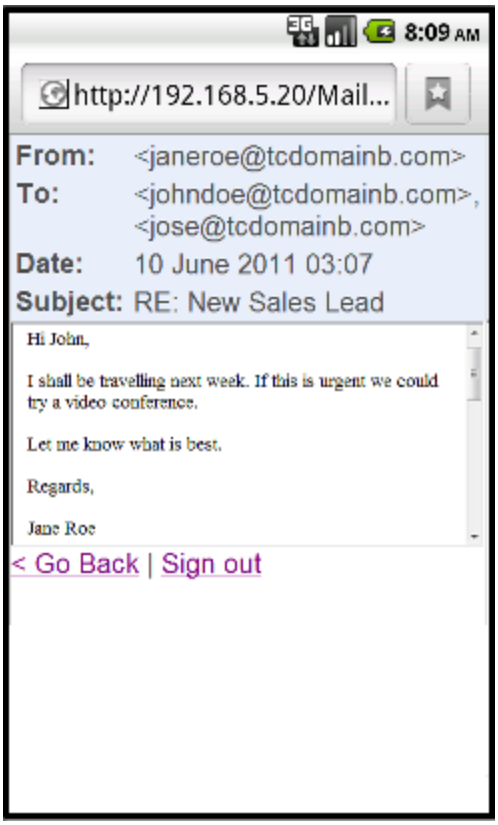


Screenshot 19: Search Result by Smart Phone

4. Browse through the displayed results using the controls provided. Results are sorted by date in descending order.

NOTE

The mobile search feature returns 10 emails per page. You can browse additional pages using the controls provided. The maximum number of results is 5000.



Screenshot 20: Conversation View Smart Phone

5. Click the Email subject to display the email or click **View Conversation** to display related emails.

NOTE

The mobile user interface is focused on searching email archives. For advanced search and browsing features, access GFI MailArchiver from your computer.

NOTE

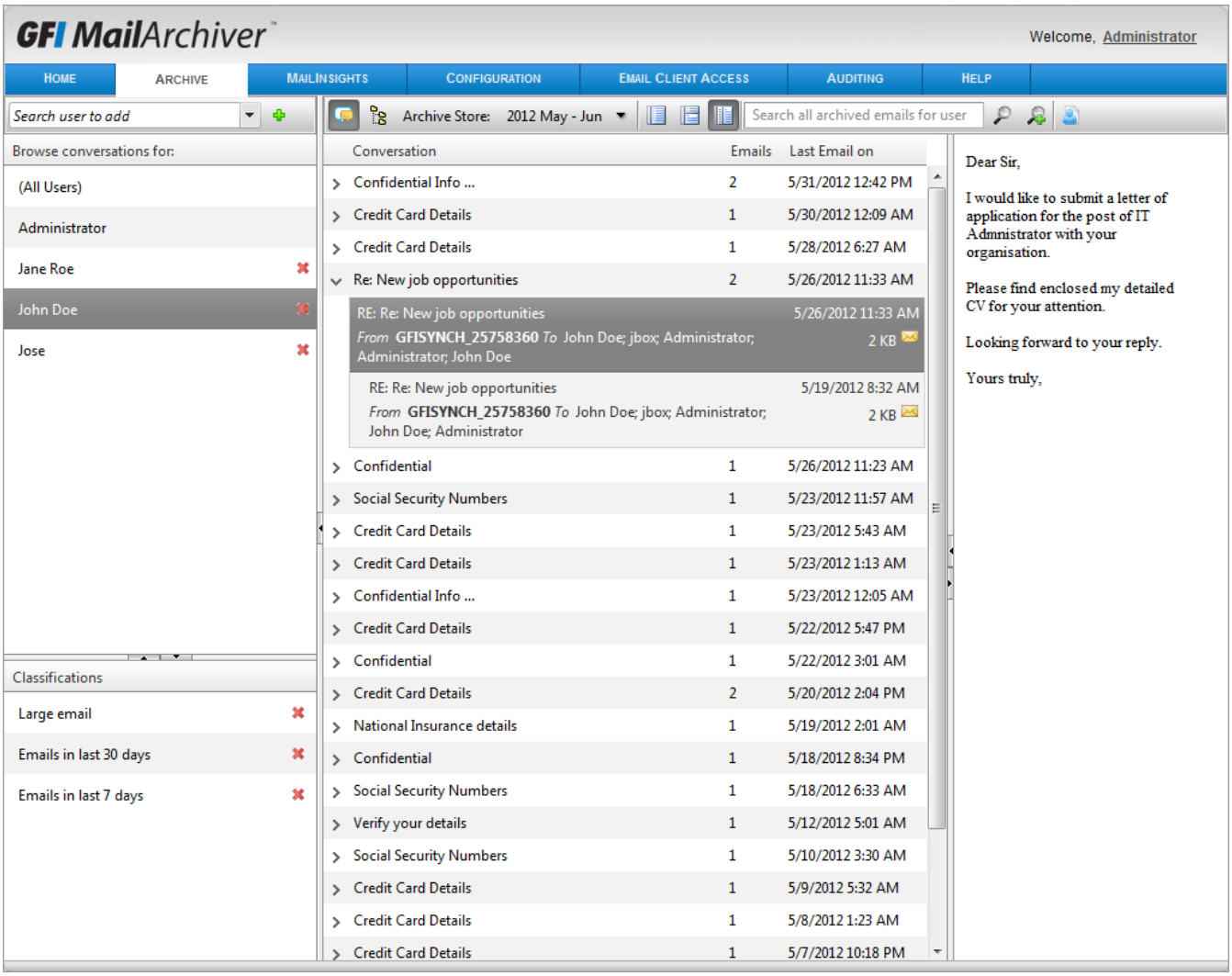
The mobile user interface enables users to access ONLY their mailbox.

5.5 Accessing Multiple Mailboxes

From within the **Archive** tab, you can also browse other users' archived emails. The users for which you can access emails depend on the access granted from the GFI MailArchiver Access Control feature.

NOTE

Search user to add feature is disabled if currently logged on user does not have access to other user's mailboxes, or if there are no emails to view.


GFI MailArchiver
Welcome, Administrator
HOME
ARCHIVE
MAILINSIGHTS
CONFIGURATION
EMAIL CLIENT ACCESS
AUDITING
HELP
Search user to add
Archive Store: 2012 May - Jun
Search all archived emails for user
Browse conversations for:
(All Users)
Administrator
Jane Roe
John Doe
Jose
Classifications
Large email
Emails in last 30 days
Emails in last 7 days
Conversation
Emails
Last Email on
Confidential Info ... 2 5/31/2012 12:42 PM
Credit Card Details 1 5/30/2012 12:09 AM
Credit Card Details 1 5/28/2012 6:27 AM
Re: New job opportunities 2 5/26/2012 11:33 AM
RE: Re: New job opportunities 5/26/2012 11:33 AM
From GFISYNCH_25758360 To John Doe; jbox; Administrator; Administrator; John Doe 2 KB
RE: Re: New job opportunities 5/19/2012 8:32 AM
From GFISYNCH_25758360 To John Doe; jbox; Administrator; John Doe; Administrator 2 KB
Confidential 1 5/26/2012 11:23 AM
Social Security Numbers 1 5/23/2012 11:57 AM
Credit Card Details 1 5/23/2012 5:43 AM
Credit Card Details 1 5/23/2012 1:13 AM
Confidential Info ... 1 5/23/2012 12:05 AM
Credit Card Details 1 5/22/2012 5:47 PM
Confidential 1 5/22/2012 3:01 AM
Credit Card Details 2 5/20/2012 2:04 PM
National Insurance details 1 5/19/2012 2:01 AM
Confidential 1 5/18/2012 8:34 PM
Social Security Numbers 1 5/18/2012 6:33 AM
Verify your details 1 5/12/2012 5:01 AM
Social Security Numbers 1 5/10/2012 3:30 AM
Credit Card Details 1 5/9/2012 5:32 AM
Credit Card Details 1 5/8/2012 1:23 AM
Credit Card Details 1 5/7/2012 10:18 PM
Dear Sir,
I would like to submit a letter of application for the post of IT Administrator with your organisation.
Please find enclosed my detailed CV for your attention.
Looking forward to your reply.
Yours truly,

Screenshot 21: Accessing multiple mailboxes

To view archived emails for a different mailbox:

1. Key in the name of the mailbox for which to view emails in the **Search users to add** search box . A list of names matching the one keyed and for which you have access to will be displayed.

2. Select the user and click ✚ next to the search field.

3. Select the newly added user from the **Browse conversations for:** field.

4. Browse or search the displayed emails using the controls provided.

5.6 GFI MailInsights

GFI MailInsights is a reporting facility within GFI MailArchiver that uses archived emails to deliver information related to email usage and trends. Use this feature to generate management and HR reports that provide insight on email and resource use or misuse.

> **NOTE**
>
> GFI MailInsights is only enabled for users with full access rights. For more information, refer to Adding An Active Directory Group to the Full Access Group (page 132).

The available reports are:

- Communication Flow – Monitor user/group communication patterns inside and outside the organization.
- WebMail Use - Identify top users exchanging email with webmail services. Identifies potential data leakages and inappropriate email use.
- Email Responsiveness - Gain insight into the average time it takes users to reply to internal and external email.
- Storage Use - Understand the impact of attachments on email storage costs. Use this report to create appropriate retention policies to control email-related storage space.
- Inactive Accounts - Returns a list of user accounts that received email but have not replied within the specified time.
- Inappropriate Words - Track inappropriate language in email that violates company policy.
- Internal Spammers - Find out which internal users tend to include too many recipients in the To/CC/BCC fields. Use this report to know about and minimize such behavior.
- Outside Office Hours - Returns a list of internal mail accounts with sending activity outside office hours. Use this report to spot behavior which may need more investigation
- Data Leakage Detection - Identify emails with major credit card numbers and US Social Security numbers, or other confidential documents and information.
- Job Search - Identify sent or received emails that contain resumes, or are addressed to job search sites.
- Phrase Search - Search for specific terms or phrases within archived emails.
- User Traffic - View the number of emails exchanged between selected users or groups and their contacts.

5.6.1 GFI MailInsights Requirements

GFI MailInsights requires the following configurations:

- A preconfigured SMTP server. For more information, refer to General Settings (page 153).
- Email indexing. For more information, refer to Indexing (page 120).
- Data within Archive Stores for reports to generate successfully.

5.6.2 Generating Reports

Generated reports are sent by email either to the logged in user or to a user specified in the **Send To** field. Reports are sent as an attachment in PDF format.

To generate a report:

1. Select **MailInsights** tab and choose desired report.
2. Use available filters by selecting a value to filter by.
3. (Optional) In the **Forward to** field, enter the recipient email address.

> **NOTE**
>
> When using the email forwarding option, the report is received by the user generating the report and by any users specified in the **Forward to** field.

NOTE

You can insert multiple email addresses separated by ';'

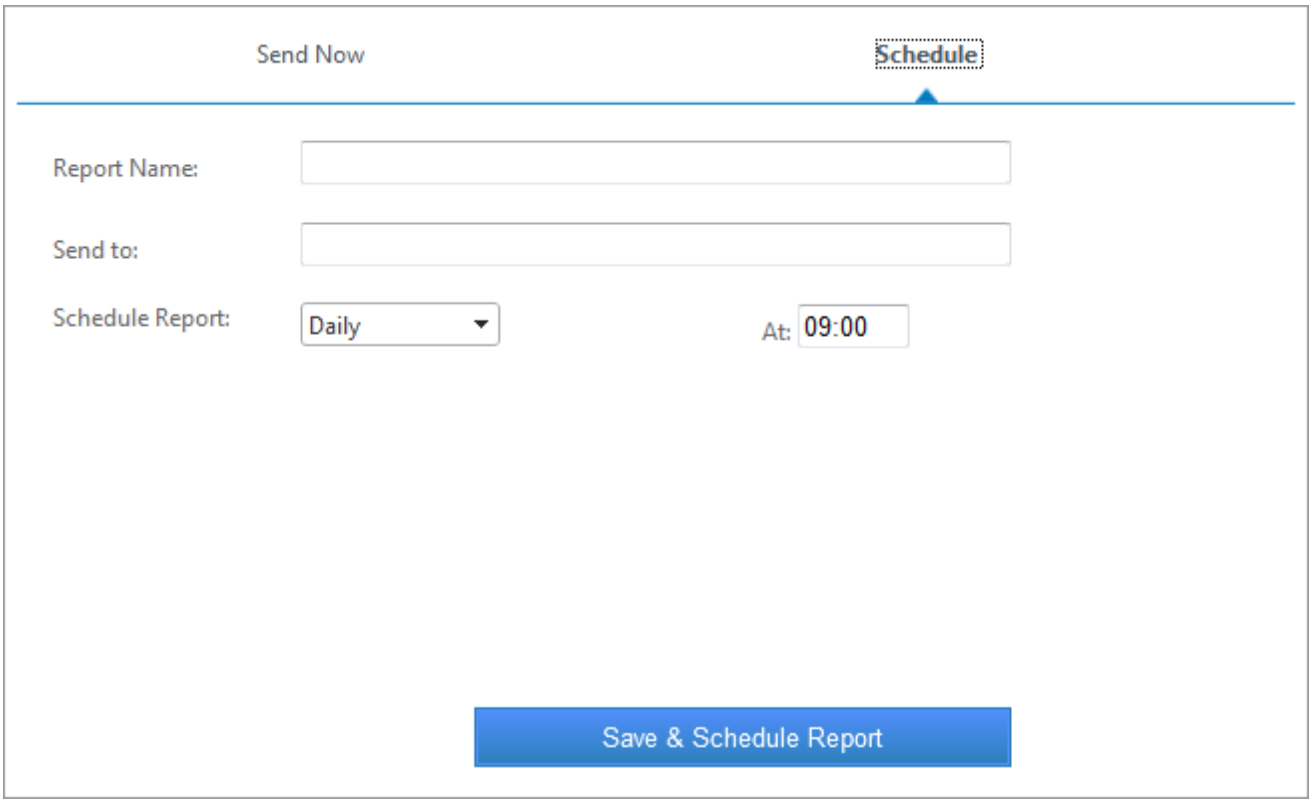
4. Click **Send Report**, located at the bottom of each report page.

5.6.3 Scheduling Reports

Every MailInsights report can be scheduled to run automatically.

To schedule a report:

1. Select **MailInsights** tab and choose desired report.
2. Use available filters by selecting a value to filter by.
3. Click **Schedule**.

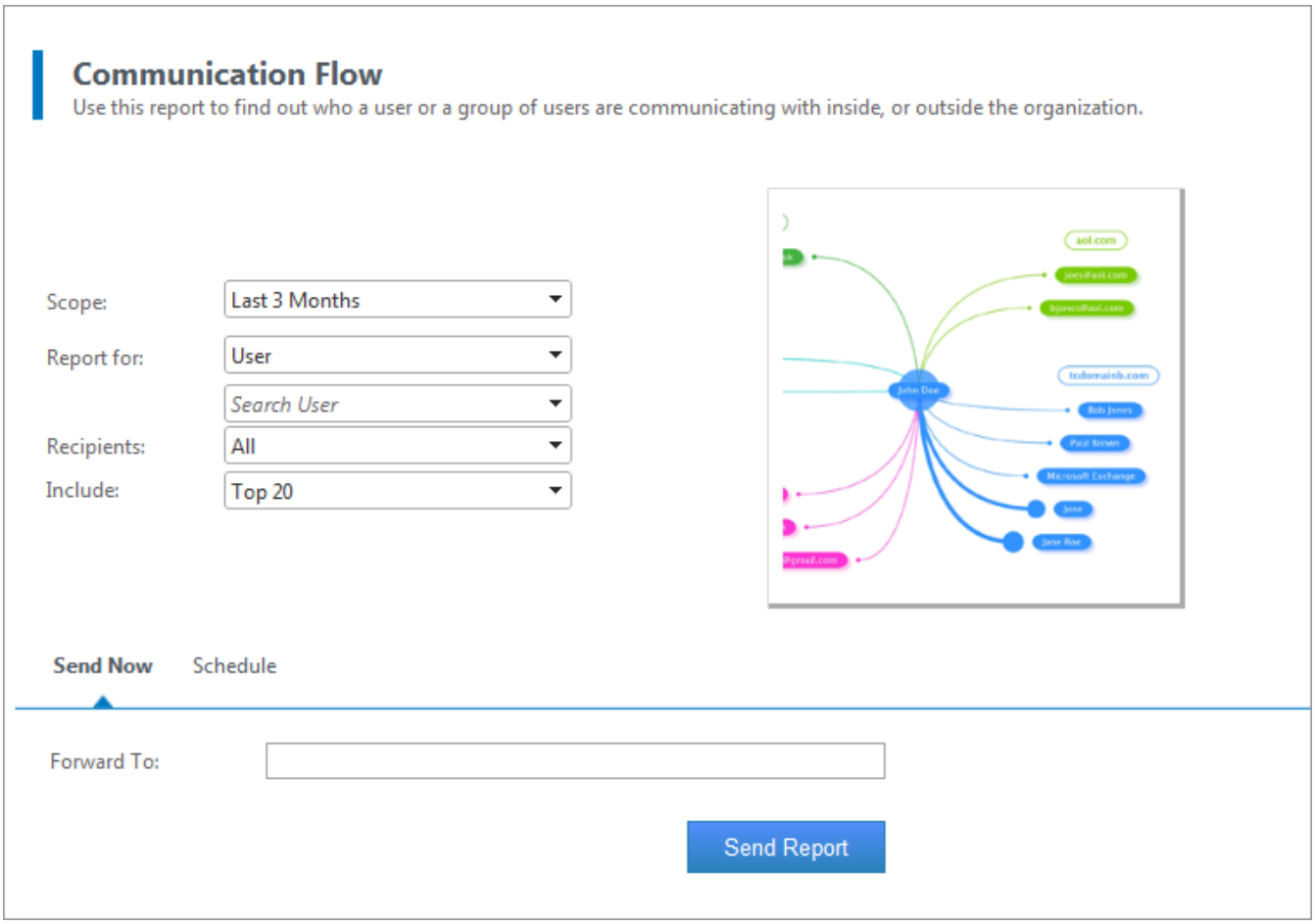


Screenshot 22: MailInsights report scheduling

4. In the **Report Name** field, enter a meaningful name for your report.
5. (Optional) In the **Forward to** field, enter the recipient (or recipients) email address.
6. From the **Schedule Report** drop down list, select the report run frequency. Available options are: **Daily**, **Weekly** or **Monthly**.
7. In the **At** field, specify the time.
8. Click **Save & Schedule Report**.

5.6.4 Communication Flow

The Communication Flow graph provides an overview of emails exchanged between selected users/groups and their contacts.



Screenshot 23: MailInsights Communication Flow

Filter the report using the following criteria:

Table 31: Communication Flow Report criteria

OPTION	DESCRIPTION
Scope	Specify date range or use default setting. You can only select dates in the last 6 months.
Report for	Select Active Directory® user or group.
Recipients	Select Internal, External or All.
Include	Specify number of results up to a maximum of 1000 recipients. Default value is Top 20.

Communication Flow Report For:

John Doe

Top 20 Users

Emails between 01/08/2011 and 01/10/2011

Summary

Total Contacts	Total Internal	Top Internal	Total External	Top External
13 100% of Total Contacts	5 38% of Total Contacts	Jane Roe 27	8 61% of Total Contacts	name.s@hotmail.com 3

Note:

Node's diameter indicates frequency of email communication.

The color indicates same email domain.

Communication Flow

Contact Email	Sent Emails	Received Emails	Total Emails	Last Communication
janeroe@tcdomainb.com	17	10	27	01/10/2011 01:55
jose@tcdomainb.com	15	8	23	01/10/2011 01:55
microsoftexcha...tcdomainb.c	0	4	4	01/10/2011 01:13
name.s@hotmail.com	3	0	3	01/10/2011 01:55
m.italo@yahoo.co.uk	2	0	2	30/09/2011 00:05
joes@aol.com	2	0	2	01/10/2011 01:54
peterd@gmail.com	1	0	1	20/09/2011 19:53
bjones@aol.com	1	0	1	30/09/2011 00:07
pbrown@hotmail.com	1	0	1	30/09/2011 00:07
paulbrown@tcdomainb.com	1	0	1	30/09/2011 00:10
bobjones@tcdomainb.com	1	0	1	30/09/2011 00:10
jsmith@gmail.com	1	0	1	30/09/2011 00:06
pbrown@gmail.com	1	0	1	30/09/2011 00:06

GFI MailInsights Page 1 of 1 Generated on 01/10/2011 01:59

Screenshot 24: MailInsights Communication Flow Report

Senders can be a user or group displayed as a single entity in the middle of the report. Contacts are segregated by domains. Each domain cluster is shown in different color. Edge width between the nodes shows the strength of the email relation between different entities.

The table below the graph shows the following information:

Table 32: Communication Flow Report criteria

OPTION	DESCRIPTION
Contact Email	Contact email address
Sent Emails	Total number of sent emails
Received Emails	Total number of received emails
Total Emails	Total number of sent and received emails
Last Communication	Date and time of last sent/received email.

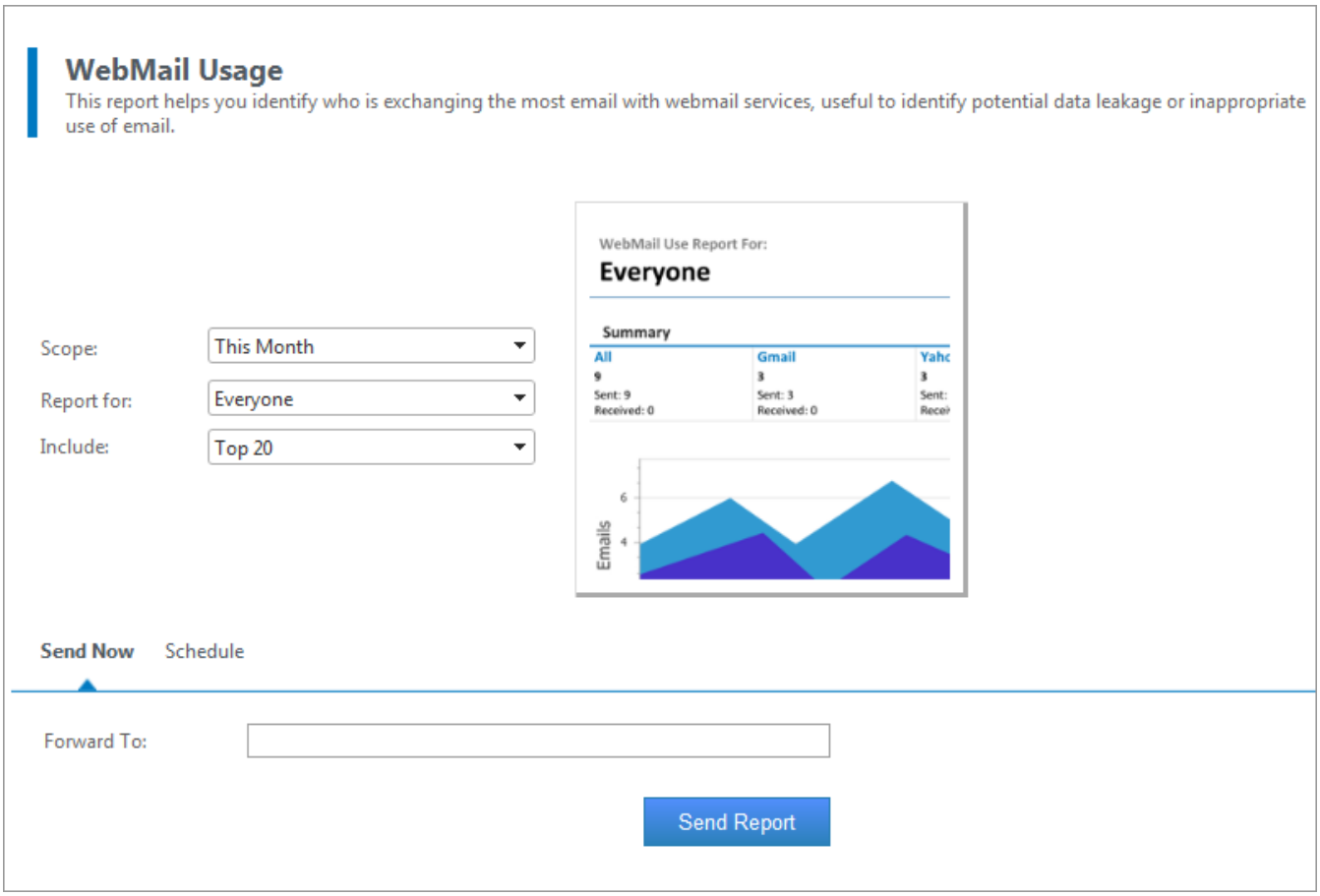
For further information, refer to:

Generating MailInsights reports

Scheduling MailInsights reports

5.6.5 WebMail Use

The WebMail Use area enables you to generate a report that shows interaction of internal users with web email accounts.

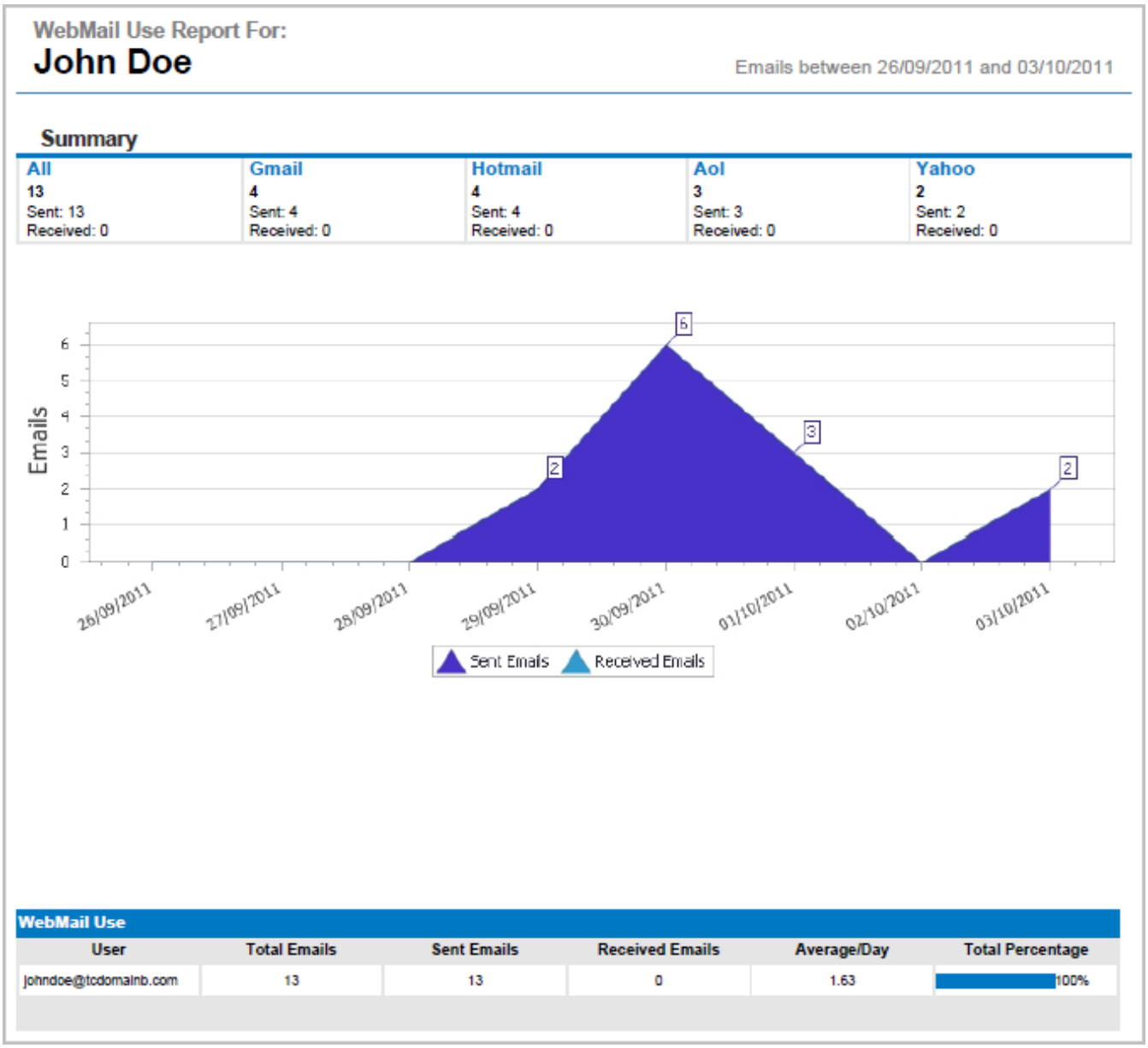


Screenshot 25: MailInsights WebMail Use

The report can be filtered using the following criteria:

Table 33: WebMail Use Report criteria

OPTION	DESCRIPTION
Scope	Specify date range or use default setting. You can only select dates in the last 6 months.
Report for	Select Active Directory® user or group.
Include	Specify number of results up to a maximum of 1000 recipients, default value is Top 20.



Screenshot 26: MailInsights WebMail Communicators Report

The graph represents total emails sent and received in specified period. A Summary area at the top of the report shows the top WebMail providers, with a summary of sent and received emails per provider.

The table below the graph contains the following information:

Table 34: WebMail Use Report criteria

OPTION	DESCRIPTION
User	User email address.
Total Emails	Total number of internal contacts.
Sent Emails	Total number of sent emails.
Received Emails	Total number of received emails.
Average/Day	Average emails sent and received per day.
Total Percentage	Percentage of total web emails.

NOTE

WebMail Use report covers the following WebMail providers: Hotmail; Gmail; Yahoo!; Live; AOL; Facebook; Yandex.ru; Seznam.cz; Gawab.com; Gmx.com; Mail.ru; Hushmail.com; Rediff.com

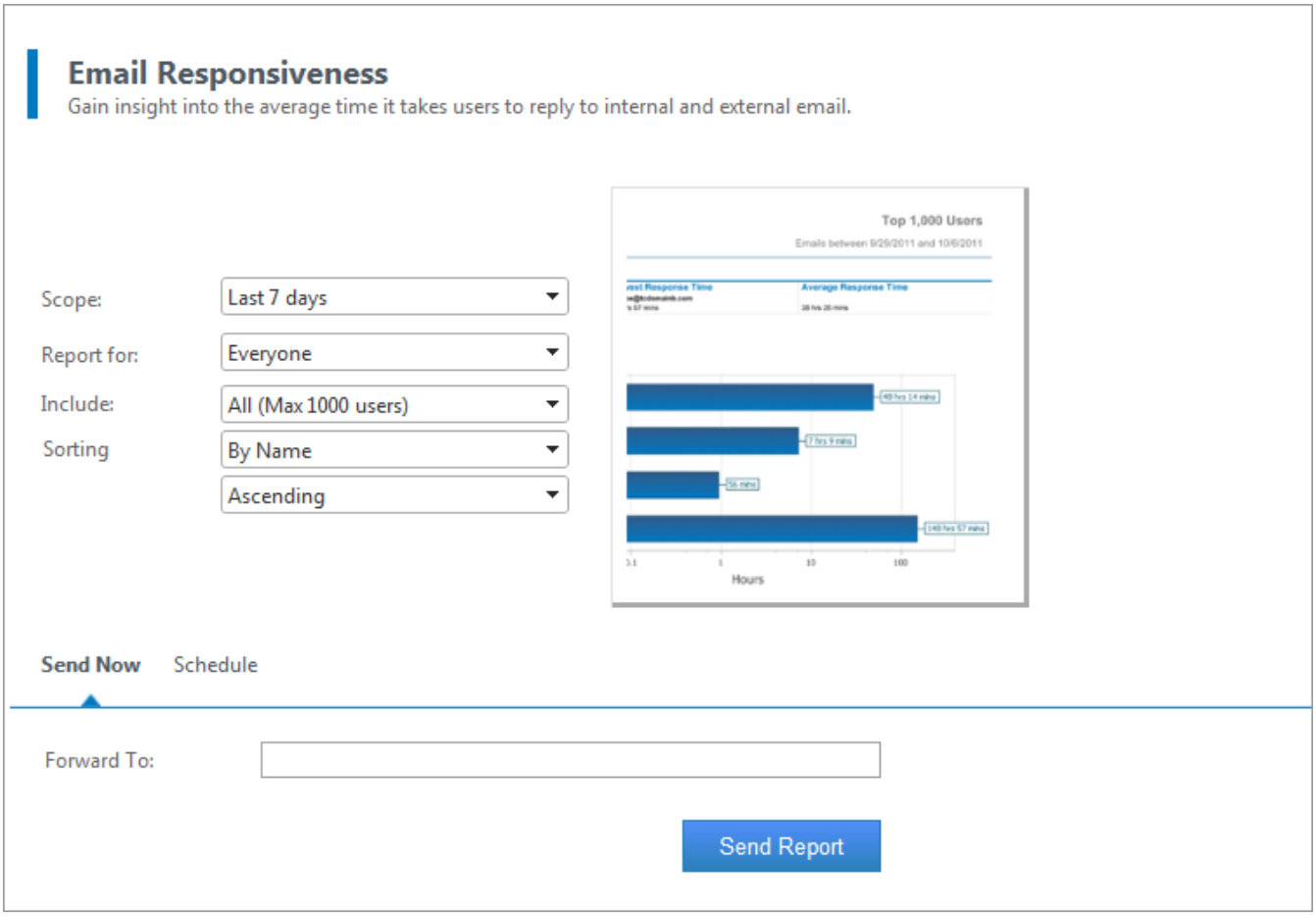
For further information, refer to:

Generating MailInsights reports

Scheduling MailInsights reports

5.6.6 Email Responsiveness

The Email Responsiveness report shows how long it takes employees to reply to emails.

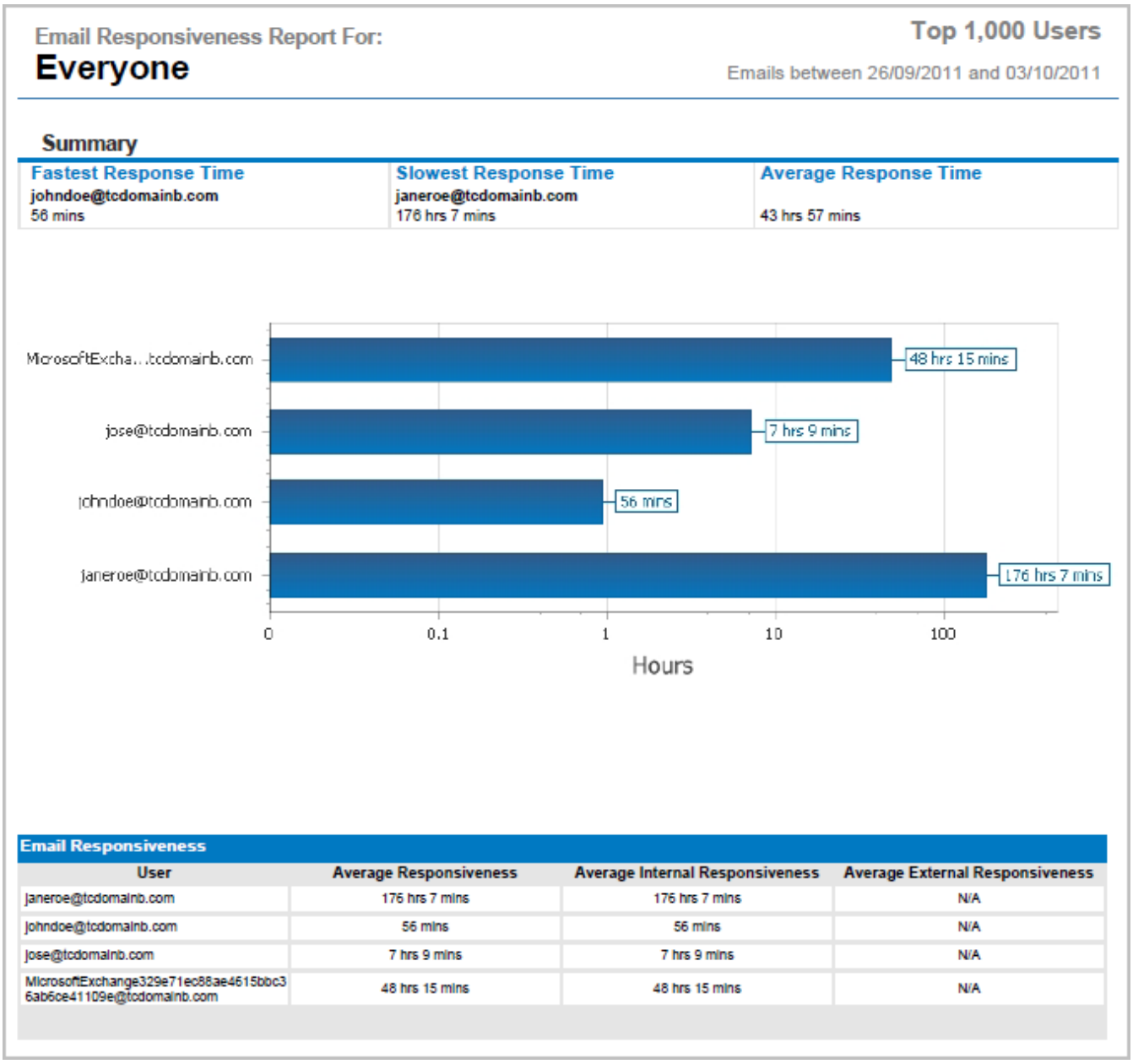


Screenshot 27: MailInsights Email Responsiveness

Filter the report using the following criteria:

Table 35: Email Responsiveness Report criteria

OPTION	DESCRIPTION
Scope	Specify date range or use default setting (Last 7 days). You can only select dates in the last 6 months.
Report for	Select Active Directory® user or group.
Include	Specify number of results up to a maximum of 1000 recipients, default value is All.
Sort By	Specify sorting method. Options are: » By name (default) » By responsiveness



Screenshot 28: MailInsights Email Responsiveness Report

The bar chart represents users on the y-axis and responsiveness in hours on the x-axis. Data is sorted according to defined criteria.

Additional data is displayed in a table below the chart with the following information:

Table 36: Email Responsiveness Report criteria

OPTION	DESCRIPTION
User	Name or email address of user
Average responsiveness	All Email (Hours)
Average Internal responsiveness	Internal Email (Hours)
Average external responsiveness	External Email (Hours)

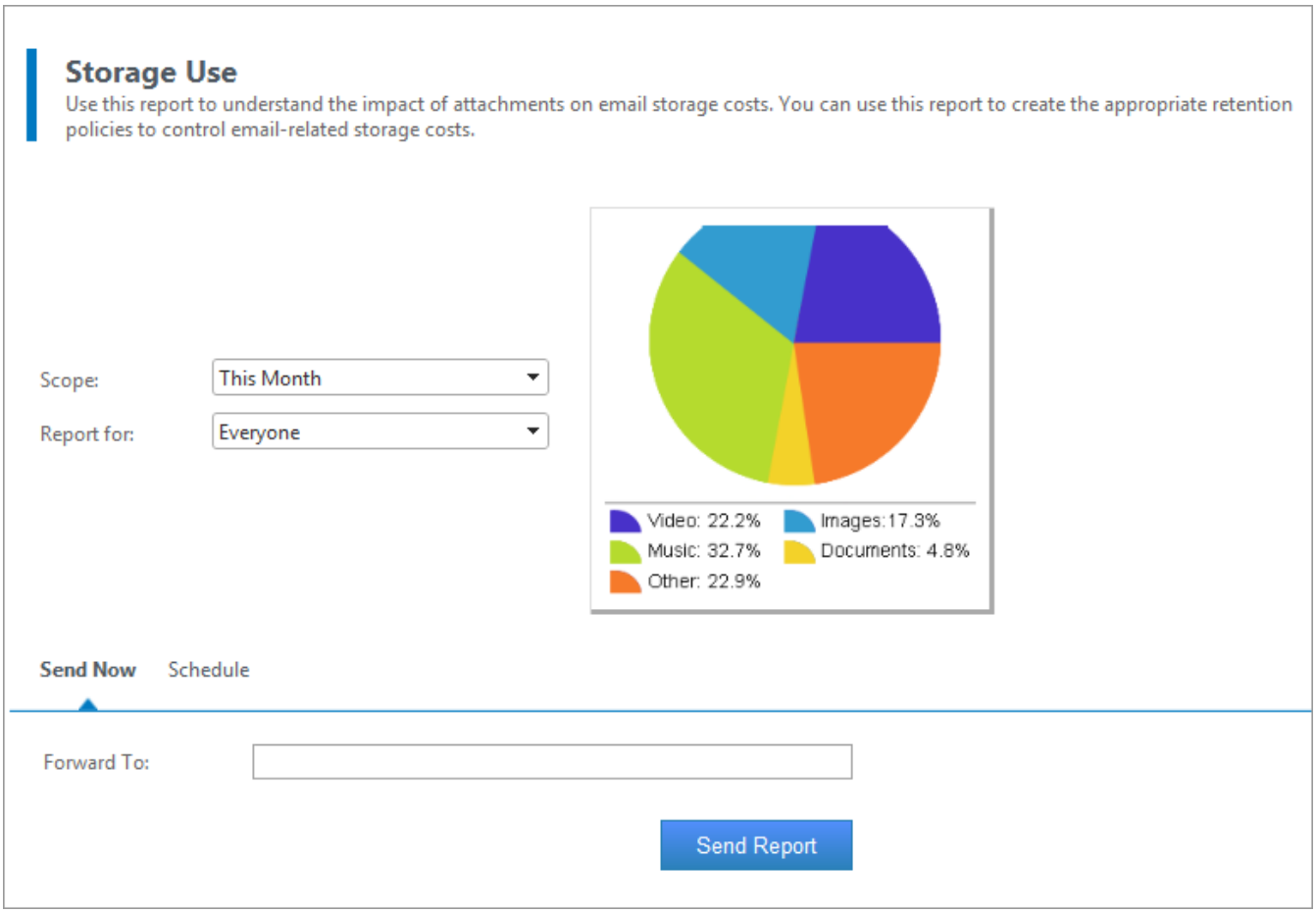
For further information, refer to:

Generating MailInsights reports

Scheduling MailInsights reports

5.6.7 Storage Use

The **Storage Use** report shows how much space is used by different attachment categories.

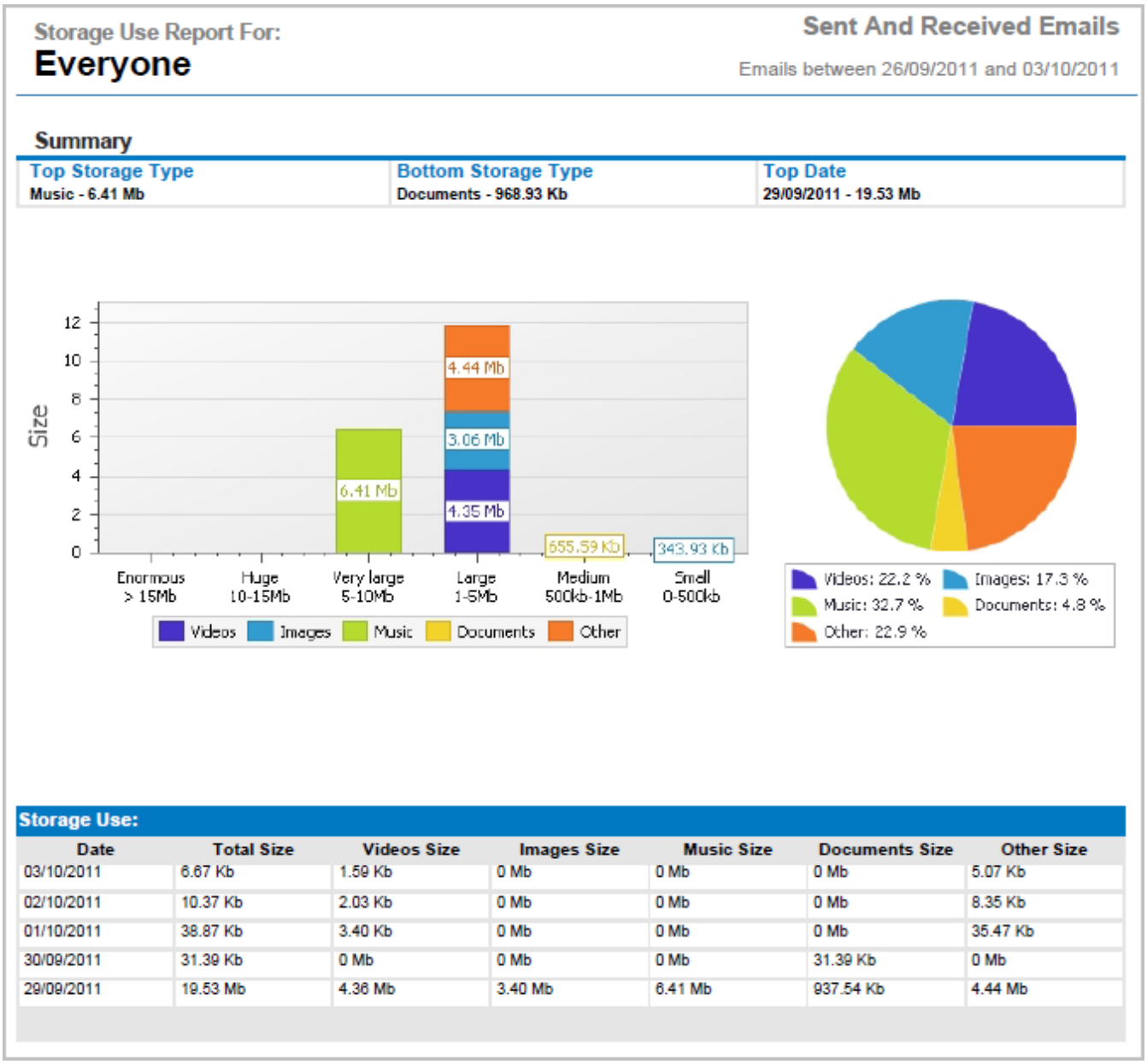


Screenshot 29: MailInsights Storage Use

Filter report using the following criteria:

Table 37: Email Storage Report criteria

OPTION	DESCRIPTION
Scope	Specify date range or use default setting (This Month). You can only select dates in the last 6 months.
Report for	Select Everyone (default), Active Directory® user or group



Screenshot 30: MailInsights Storage Use Report

The graph consists of stacks representing different attachment categories. The graph's x-axis shows the different size brackets and the y-axis shows the attachment size.

> **NOTE**
>
> Attachment categories for **Storage Use** report are: Images, Documents, Music, Videos and Others

The table below the graph contains the following additional information:

Table 38: Storage Use Report criteria

OPTION	DESCRIPTION
Date	Date email was received.
Total Size (KB)	Total size of attachment.
Images (KB)	Total size of attachment for category Images.

OPTION	DESCRIPTION
Documents (KB)	Total size of attachment for category Documents.
Music (KB)	Total size of attachment for category Music.
Videos (KB)	Total size of attachment for category Videos.
Other (KB)	Total size of attachment for category Other.

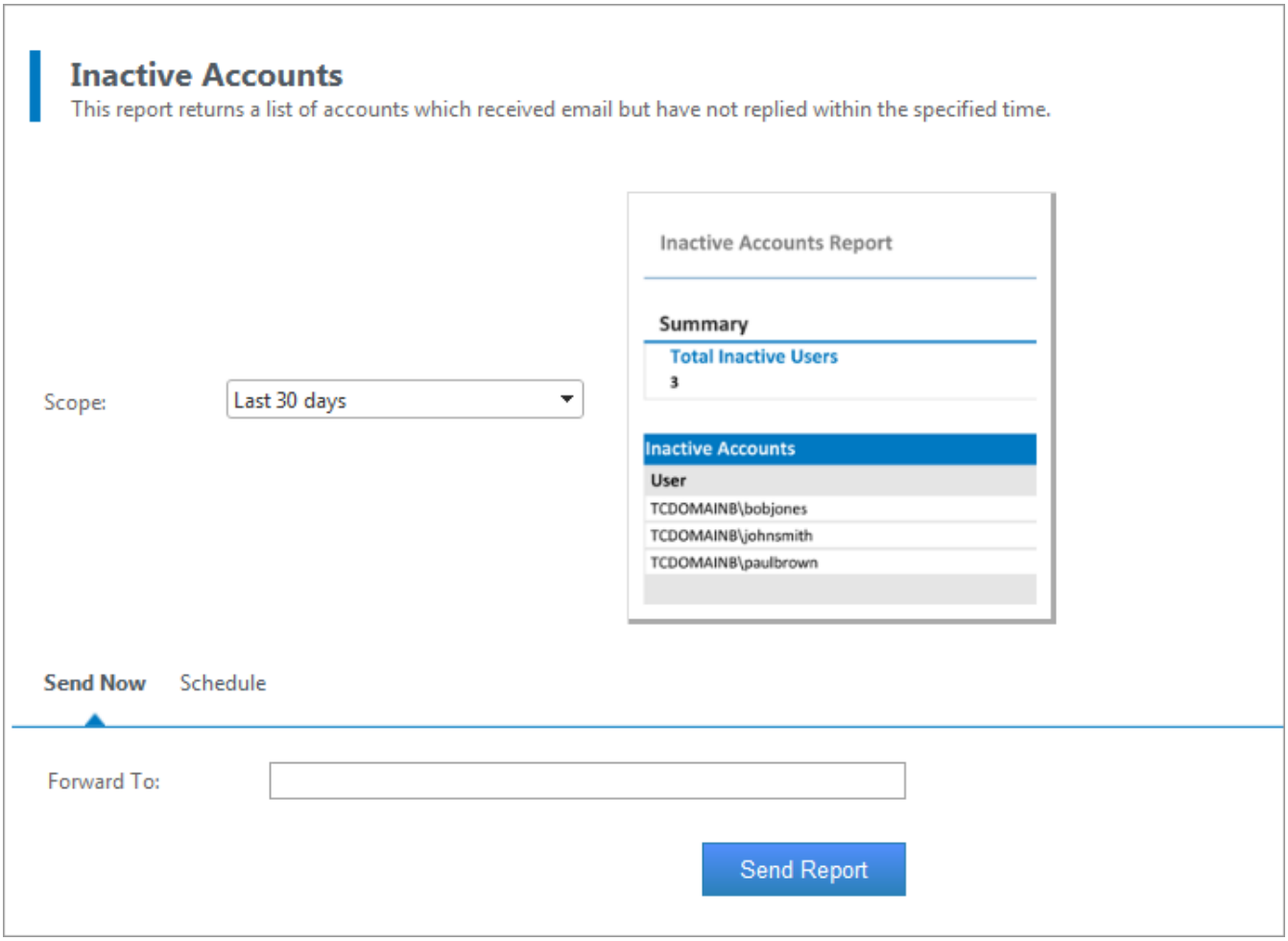
For further information, refer to:

Generating MailInsights reports

Scheduling MailInsights reports

5.6.8 Inactive Accounts

The Inactive Accounts area enables you to generate a report that shows internal accounts that are no longer active.

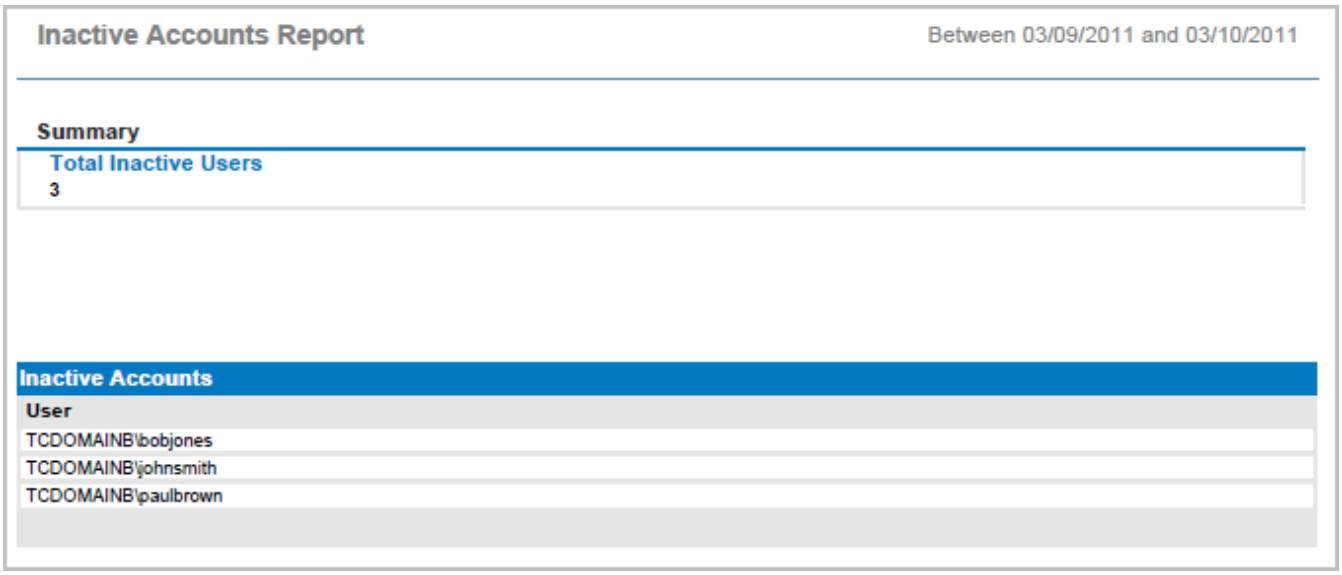


Screenshot 31: MailInsights Inactive Accounts

Filter report using the following criteria:

Table 39: Inactive Accounts Report criteria

OPTION	DESCRIPTION
Scope	Specify date range or use default setting (Last 30 days). You can only select dates in the last 6 months.



Screenshot 32: Inactive Accounts Report

NOTE

An inactive account is an account that has received emails but has not sent any emails in the date range covered.

The report returns a list of inactive accounts.

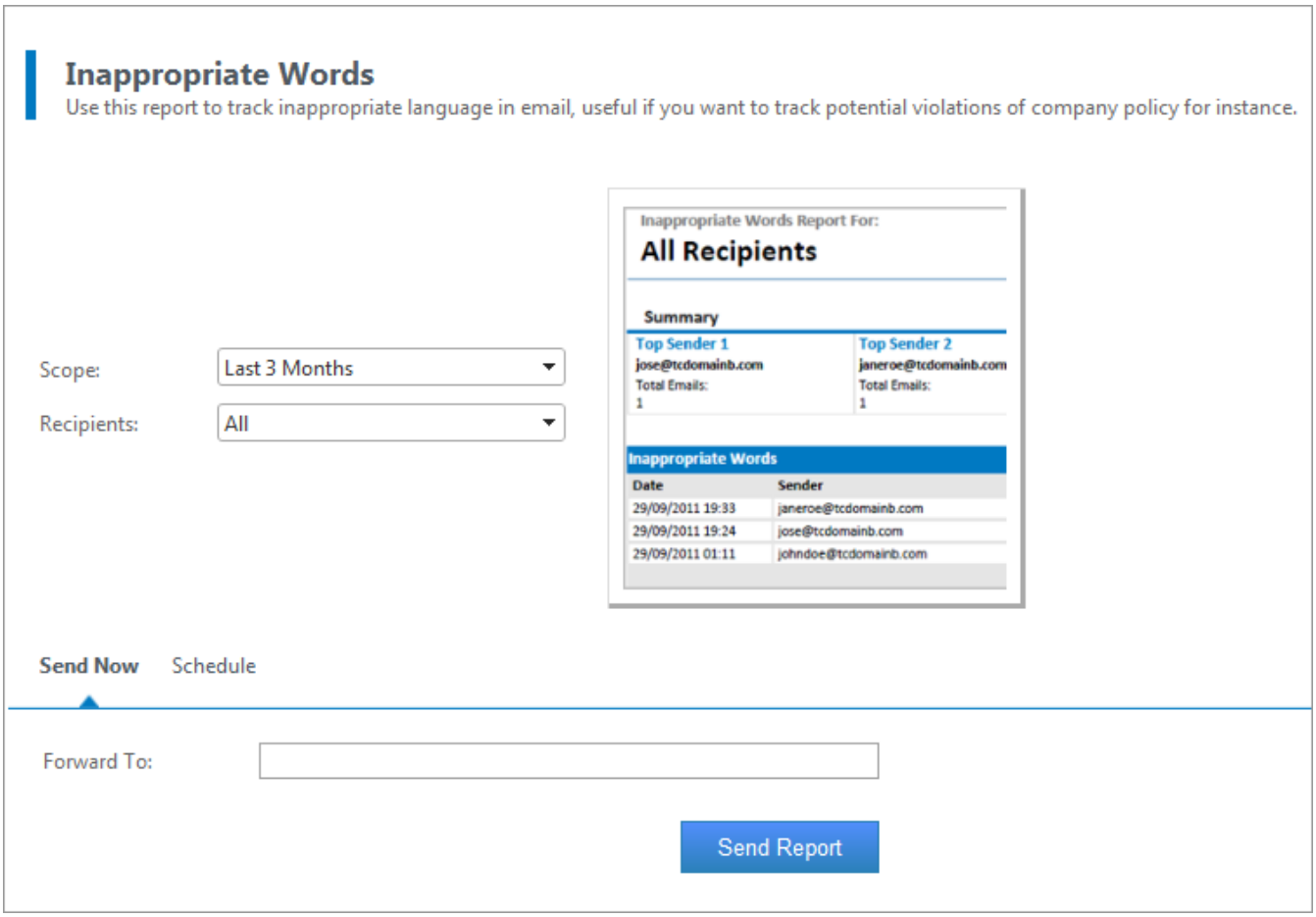
For further information, refer to:

Generating MailInsights reports

Scheduling MailInsights reports

5.6.9 Inappropriate Words

The **Inappropriate Words** area enables you to generate a report that identifies any inappropriate language used in emails. Inappropriate words can include words considered sexist, racist or swear words.

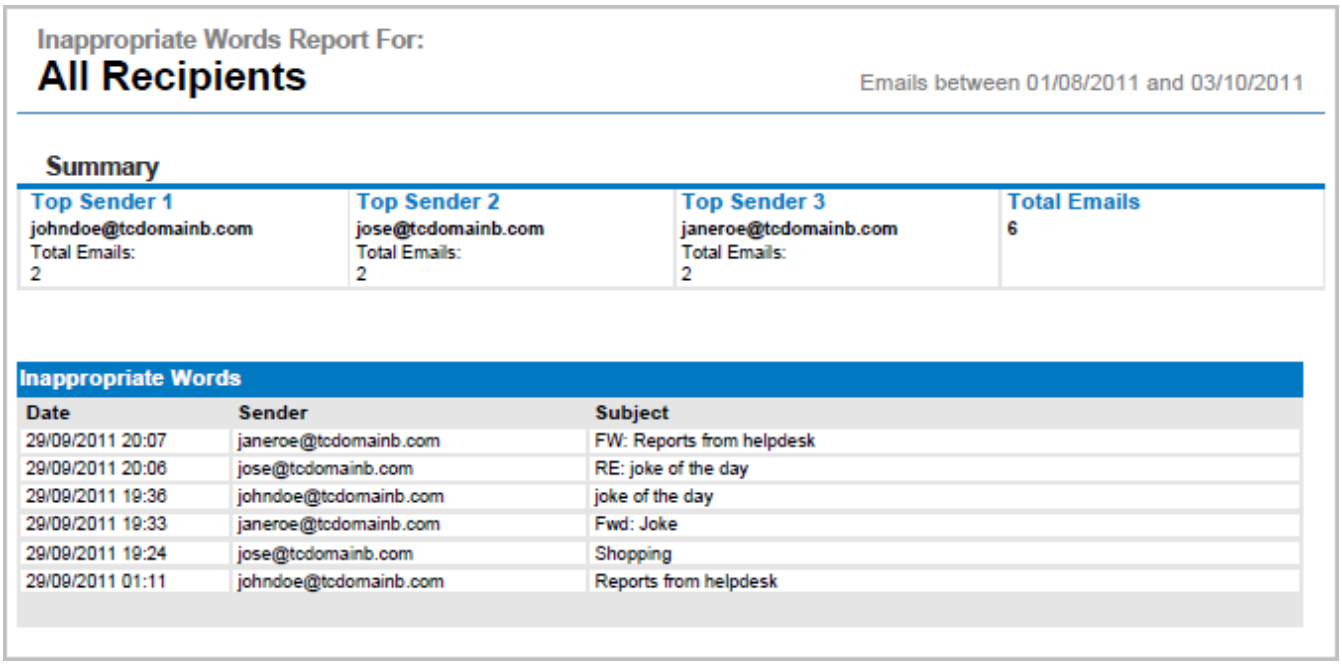


Screenshot 33: MailInsights Inappropriate Words

Filter the report using the following criteria:

Table 40: Inappropriate Words Report criteria

OPTION	DESCRIPTION
Scope	Specify date range or use default setting (Today). You can only select dates in the last 6 months.
Recipients	Select All, Internal Only, External Only



Inappropriate Words Report For:

All Recipients

Emails between 01/08/2011 and 03/10/2011

Summary

Top Sender 1	Top Sender 2	Top Sender 3	Total Emails
johndoe@tcdomainb.com Total Emails: 2	jose@tcdomainb.com Total Emails: 2	janeroe@tcdomainb.com Total Emails: 2	6

Inappropriate Words

Date	Sender	Subject
29/09/2011 20:07	janeroe@tcdomainb.com	FW: Reports from helpdesk
29/09/2011 20:06	jose@tcdomainb.com	RE: joke of the day
29/09/2011 19:36	johndoe@tcdomainb.com	joke of the day
29/09/2011 19:33	janeroe@tcdomainb.com	Fwd: Joke
29/09/2011 19:24	jose@tcdomainb.com	Shopping
29/09/2011 01:11	johndoe@tcdomainb.com	Reports from helpdesk

Screenshot 34: MailInsights Inappropriate Words Report

NOTE

When the **Inappropriate Words** report exceeds 1,500 rows, the report will be generated in .xls format.

Report data is displayed in a table listing the following:

Table 41: Inappropriate Words Report criteria

OPTION	DESCRIPTION
Date/Time	Email date and time
Sender	Sender email address
Subject	Email subject

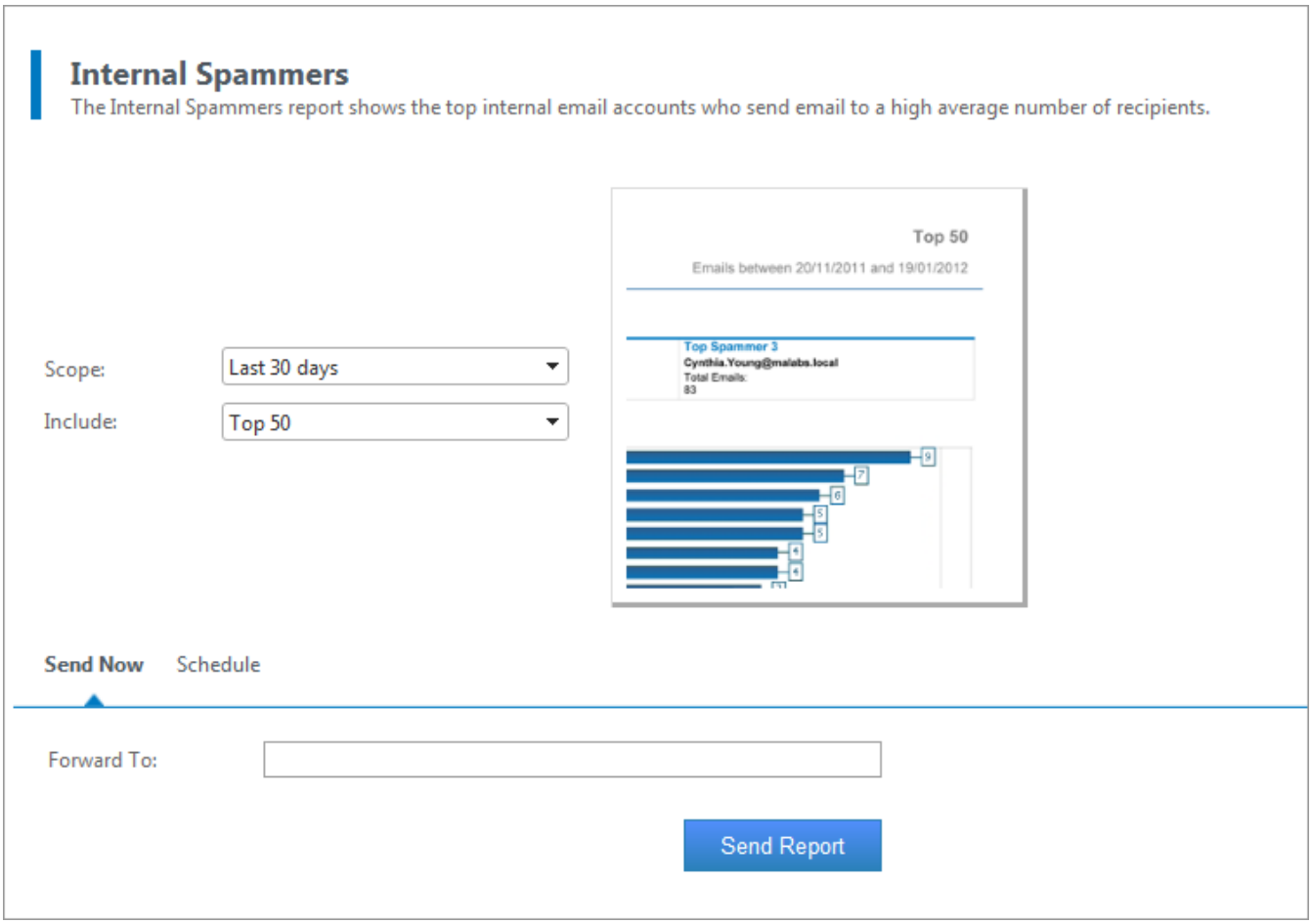
For further information, refer to:

Generating MailInsights reports

Scheduling MailInsights reports

5.6.10 Internal Spammers

The **Internal Spammers** report enables you to generate a list that identifies internal email accounts of users who include a large number of recipients in their emails. This reports takes into consideration recipients in the To, CC or BCC fields.

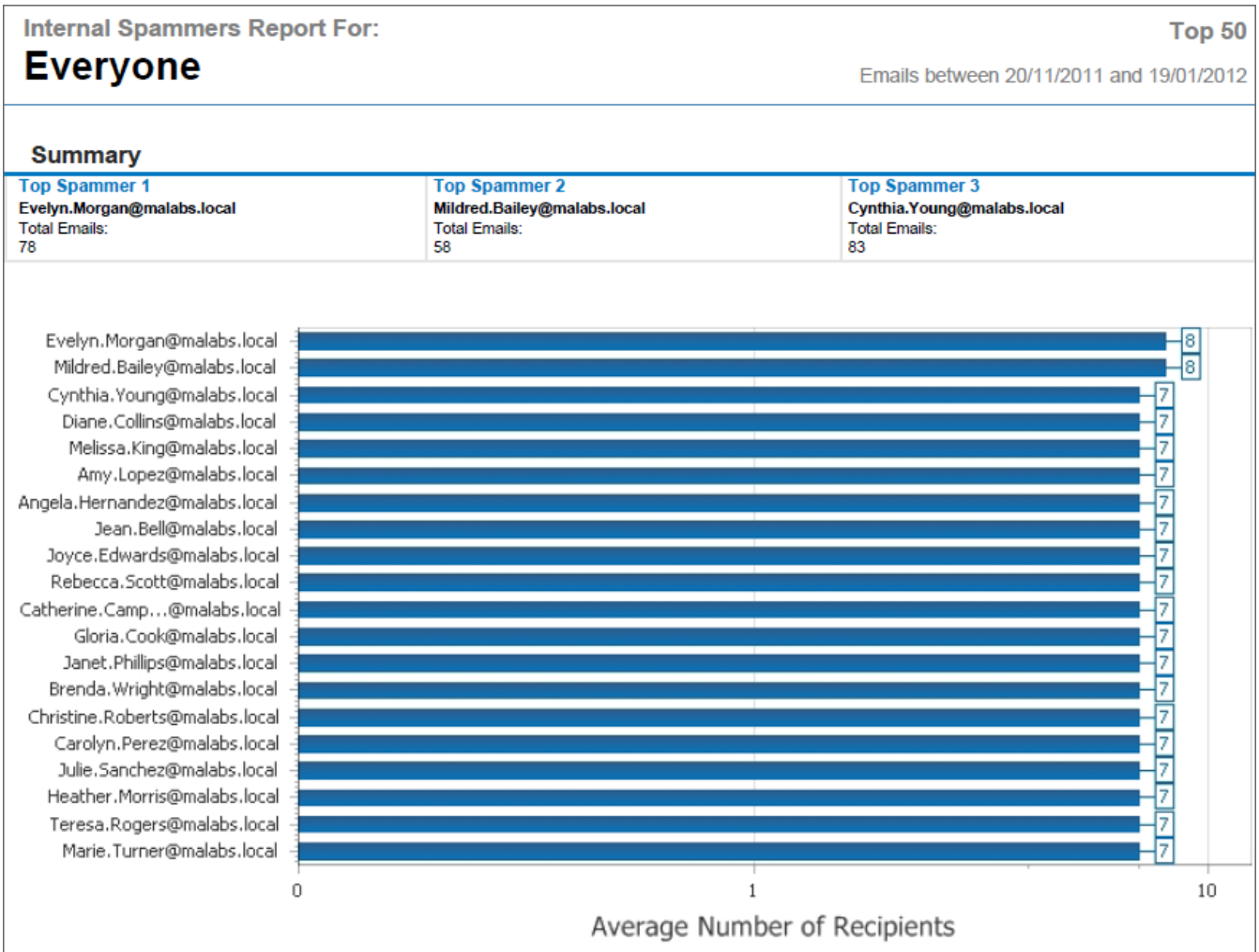


Screenshot 35: MailInsights Internal Spammers

Filter the report using the following criteria:

Table 42: Internal Spammers Report criteria

OPTION	DESCRIPTION
Scope	Specify date range or use default setting (Last 30 days). You can only select dates in the last 6 months.
Include	Specify the amount of email accounts to include up to a maximum of 1000 users.



Internal Spammers

Username	Average Number Of Recipients
Evelyn.Morgan@malabs.local	8
Mildred.Bailey@malabs.local	8
Cynthia.Young@malabs.local	7
Diane.Collins@malabs.local	7
Melissa.King@malabs.local	7
Amy.Lopez@malabs.local	7
Angela.Hernandez@malabs.local	7
Jean.Bell@malabs.local	7
Joyce.Edwards@malabs.local	7
Rebecca.Scott@malabs.local	7
Catherine.Campbell@malabs.local	7
Gloria.Cook@malabs.local	7

Screenshot 36: MailInsights Internal Spammers Report

Report data is displayed in a table listing the following:

Table 43: Internal Spammers Report criteria

OPTION	DESCRIPTION
Username	Sender username or email address.
Average Number of Recipients	Average number of recipients who received email from the sender during the specified time period.

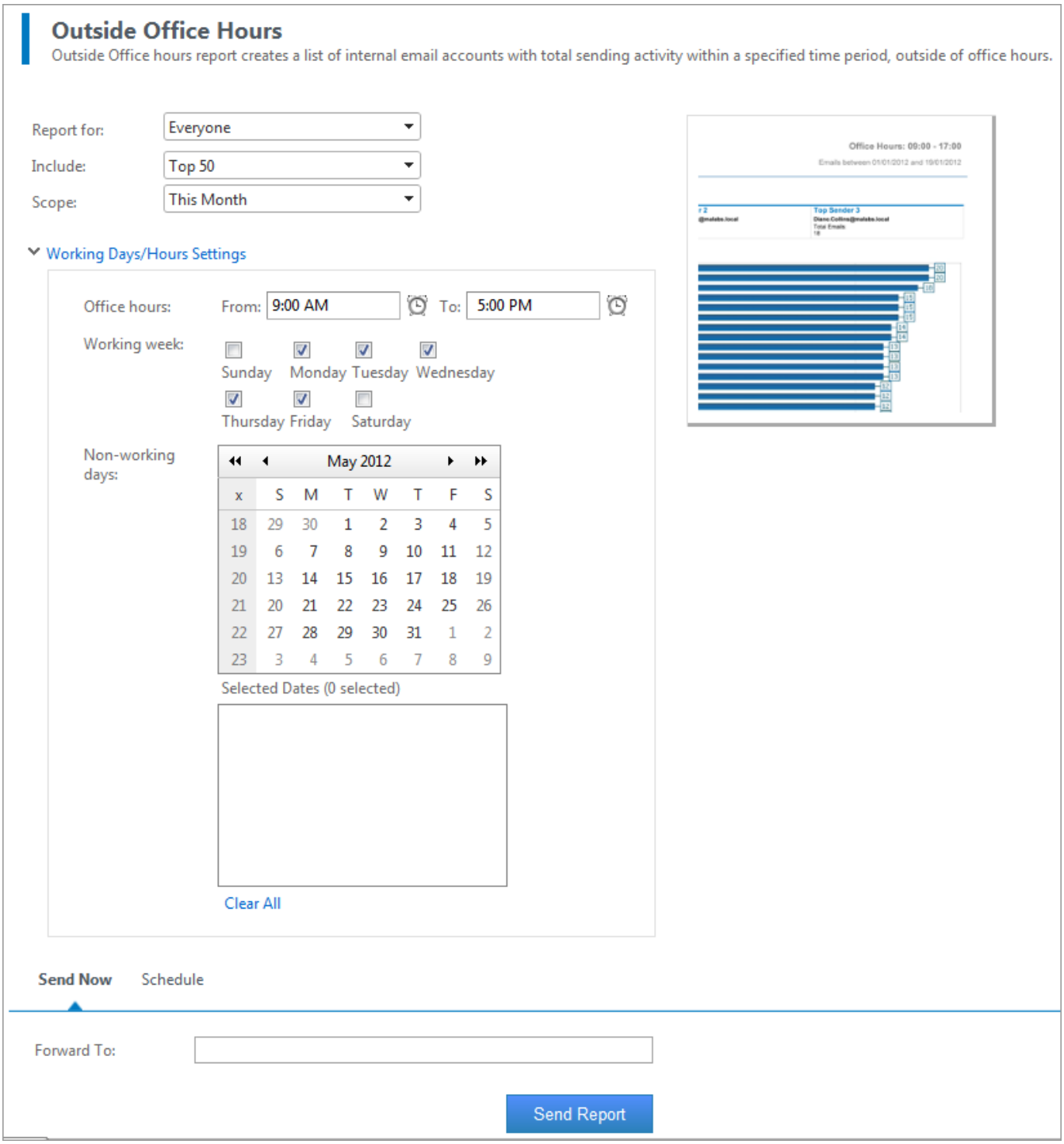
For further information, refer to:

Generating MailInsights reports

Scheduling MailInsights reports

5.6.11 Outside Office Hours

Use this report to identify internal users who send emails outside of office hours.



Screenshot 37: MailInsights Outside Office Hours

Filter the report using the following criteria:

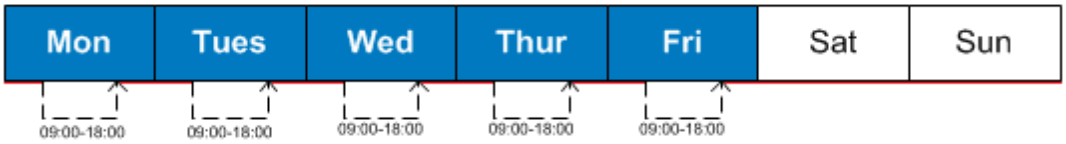
Table 44: Outside Office Hours Report criteria

OPTION	DESCRIPTION
Report for	Enables you to choose for whom this report applies. Run report on all employees (default) or on an Active Directory® group.
Include	Specify number of results to display, up to a maximum of 1000. Default = 50.
Scope	Specify date range or use default setting (This Month). You can only select dates in the last 6 months.

OPTION	DESCRIPTION
Office Hours	Enter a time range according to your organization's normal working hours.
Working Week	Select the days of work of your organization. Checked days are considered as part of normal office hours.
Non-Working Days	Use the calendar to define non-working days for past and future dates. Selected dates are listed in the provided window. Non-working days can include public holidays and company shutdown. **IMPORTANT** The settings will only be saved upon successful generation of the report. If you navigate away from the page before generating the report, all settings will be lost. **NOTE** When using the **Clear All Dates** button, configured dates will be cleared for all years.

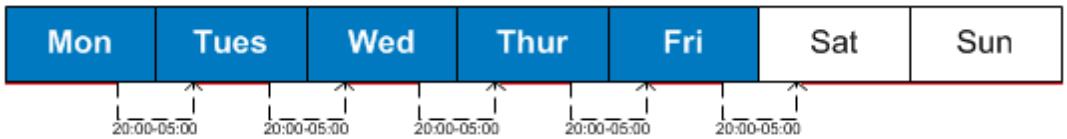
The following examples describe how the report will work when configured in typical scenarios:

Scenario 1: An organization working from Monday to Friday, with start time and end time within the same day, example from 9.00 am to 6.00 pm.



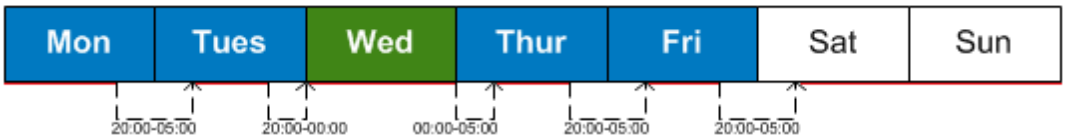
The report will cover emails sent between 6.00 pm and 9.00 am from Monday to Friday, and all day during Saturday and Sunday.

Scenario 2: An organization working from Monday to Friday. Start time and end time span across midnight, example from 8.00 pm to 5.00 am.

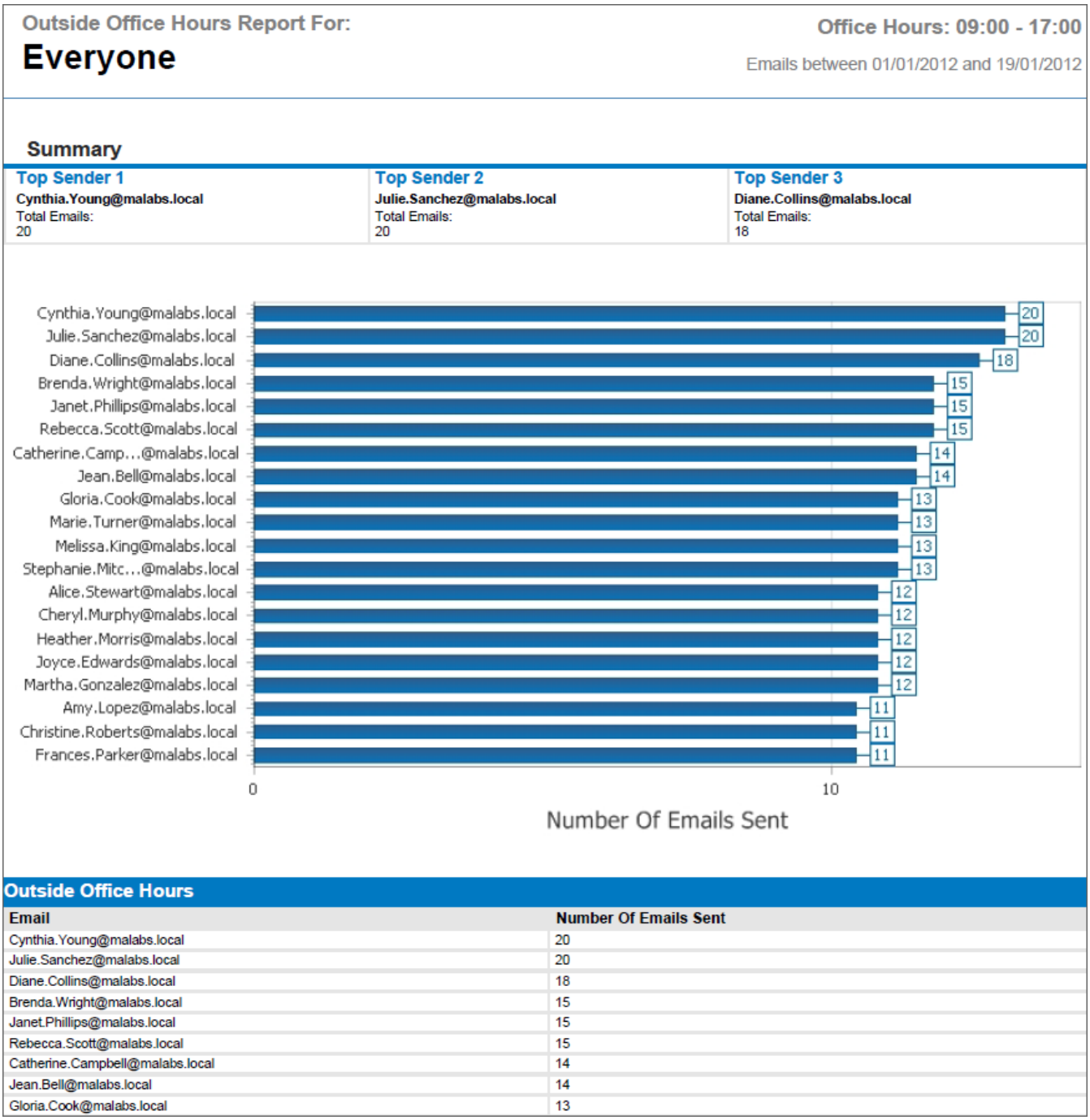


In this case the report will cover emails sent between 5.00 am and 8.00 pm from Monday to Friday and those sent on Saturday and Sunday. Emails sent on Saturdays between midnight and 5.00 am will not be taken into account, since they are considered within normal working hours.

Scenario 3: An organization working from Monday to Friday. Start time and end time span across midnight, Wednesday is a public holiday.



The report will cover emails sent between 5.00 am and 8.00 pm from Monday to Friday, emails sent on Saturday and Sunday, and all emails sent on Wednesday from midnight to midnight.



Outside Office Hours

Email	Number Of Emails Sent
Cynthia.Young@malabs.local	20
Julie.Sanchez@malabs.local	20
Diane.Collins@malabs.local	18
Brenda.Wright@malabs.local	15
Janet.Phillips@malabs.local	15
Rebecca.Scott@malabs.local	15
Catherine.Campbell@malabs.local	14
Jean.Bell@malabs.local	14
Gloria.Cook@malabs.local	13

Screenshot 38: MailInsights Outside Office Hours Report

The results of the generated report are displayed in a horizontal bar chart. A report summary above the chart displays the top 3 users who sent emails outside office hours.

Additional data is displayed in a table below the chart with the following information:

Table 45: Outside Office Hours Report criteria

OPTION	DESCRIPTION
Email	Email address of user
Number of Emails Sent	Number of emails sent outside office hours

For further information, refer to:

Generating MailInsights reports

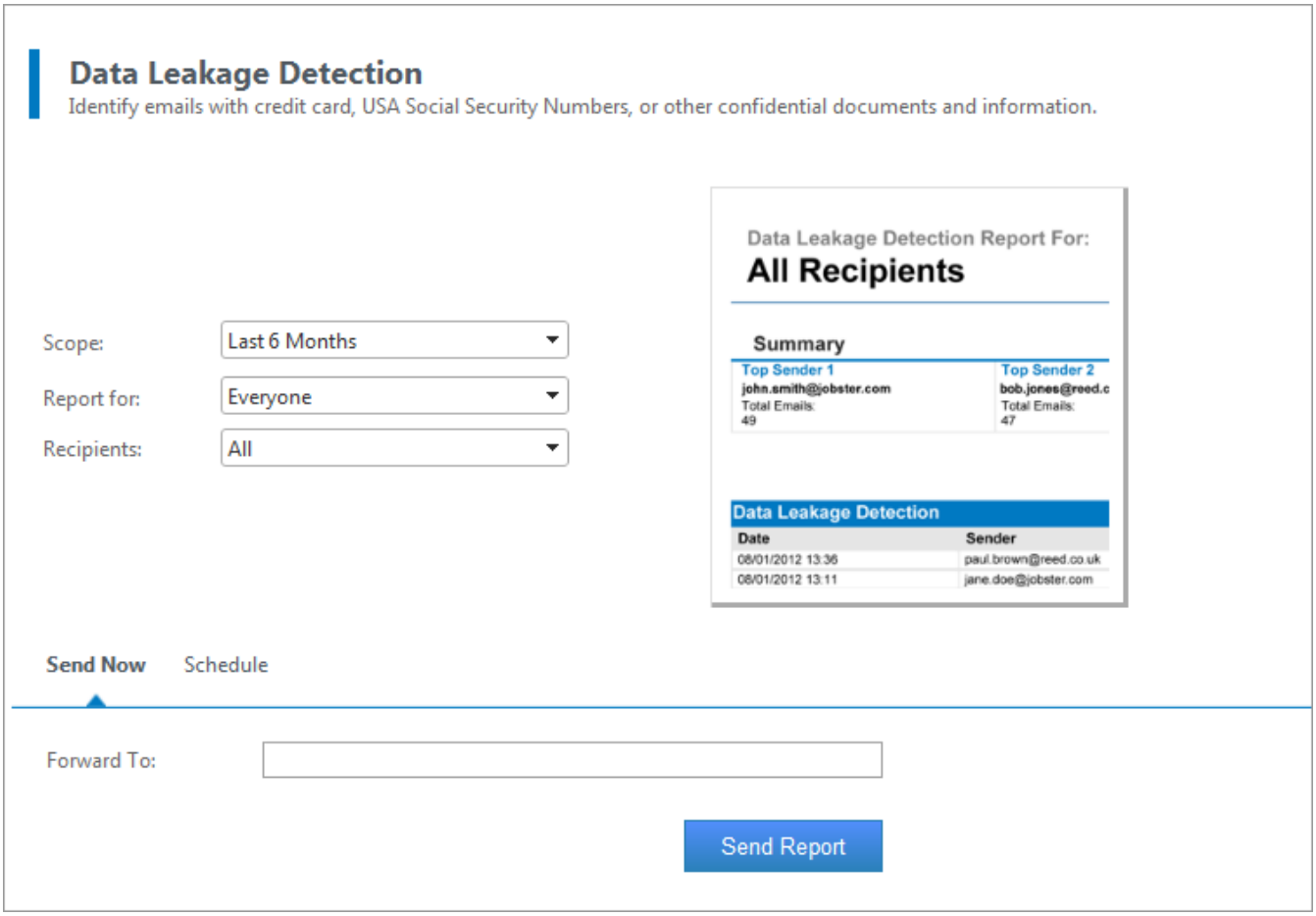
Scheduling MailInsights reports

5.6.12 Data Leakage Detection

Use this report to detect emails that potentially contain sensitive data. The report will detect sent or received emails containing:

- Major credit card numbers (VISA, Mastercard, American Express, Diner's Club, Discover)
- USA Social Security numbers
- Confidential documents and information

> **NOTE**
>
> The report analyzes both sent and received email for a selected user.

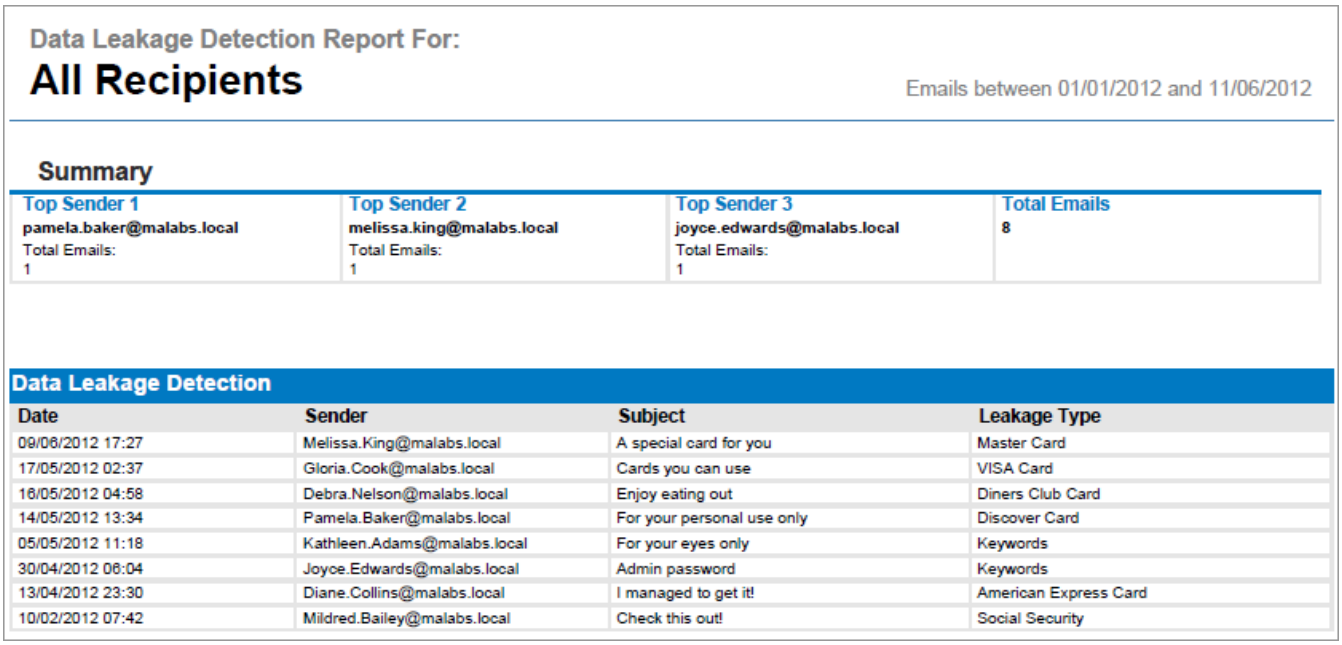


Screenshot 39: MailInsights Data Leakage Detection report

Filter the report using the following criteria:

Table 46: Data Leakage Detection Report criteria

OPTION	DESCRIPTION
Scope	Specify date range or use default setting (Last 3 Months). You can only select dates in the last 6 months.
Report for	Enables you to choose for whom this report applies. Run report on all employees (default) or on an Active Directory® user or group.
Recipients	Internal recipients, external recipients or both. Default is both.



Data Leakage Detection Report For:

All Recipients

Emails between 01/01/2012 and 11/06/2012

Summary

Top Sender 1	Top Sender 2	Top Sender 3	Total Emails
pamela.baker@malabs.local Total Emails: 1	melissa.king@malabs.local Total Emails: 1	joyce.edwards@malabs.local Total Emails: 1	8

Data Leakage Detection

Date	Sender	Subject	Leakage Type
09/06/2012 17:27	Melissa.King@malabs.local	A special card for you	Master Card
17/05/2012 02:37	Gloria.Cook@malabs.local	Cards you can use	VISA Card
16/05/2012 04:58	Debra.Nelson@malabs.local	Enjoy eating out	Diners Club Card
14/05/2012 13:34	Pamela.Baker@malabs.local	For your personal use only	Discover Card
05/05/2012 11:18	Kathleen.Adams@malabs.local	For your eyes only	Keywords
30/04/2012 06:04	Joyce.Edwards@malabs.local	Admin password	Keywords
13/04/2012 23:30	Diane.Collins@malabs.local	I managed to get it!	American Express Card
10/02/2012 07:42	Mildred.Bailey@malabs.local	Check this out!	Social Security

Screenshot 40: MailInsights Data Leakage Detection Report

The results of the generated report are listed in a table sorted by date in ascending order. A report summary above the table displays the top 3 senders.

The table contains the following information:

Table 47: Data Leakage Detection Report criteria

OPTION	DESCRIPTION
Date	Displays the date and time of the email.
Sender	Sender email address.
Subject	Email subject. **NOTE** Entries in the subject column contain a link to display the detected email.
Leakage Type	Leakage type can be: Credit card, Social Security Number, confidential data, medical, **NOTE** If more than one type of leak is detected, only the first one is displayed.

For further information, refer to:

Generating MailInsights reports

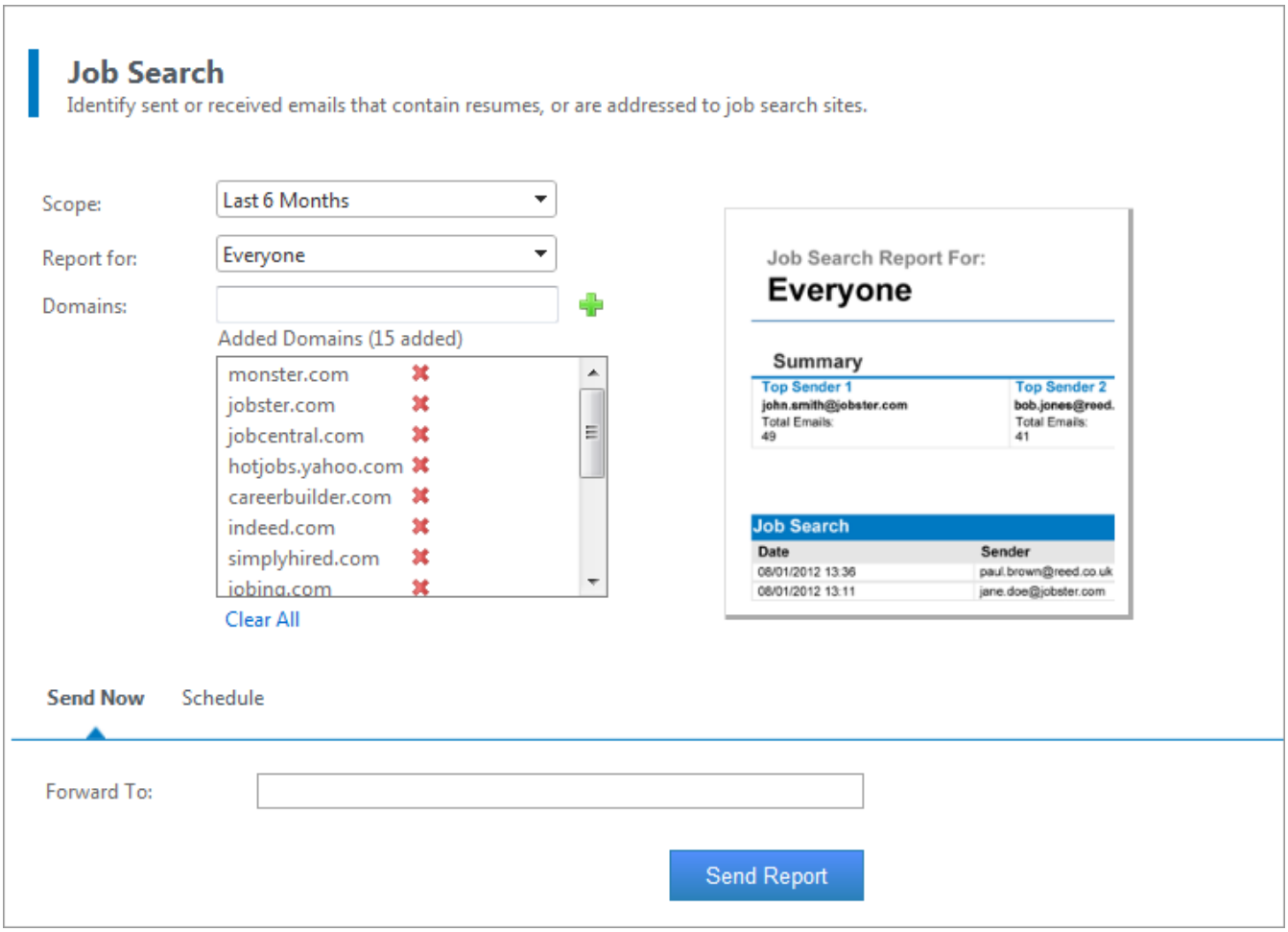
Scheduling MailInsights reports

5.6.13 Job Search

Use this report to identify internal users who exchange emails with job search sites. The report detects sent or received emails containing resumes.

NOTE

The report is able to identify both sent and received email for a selected user.

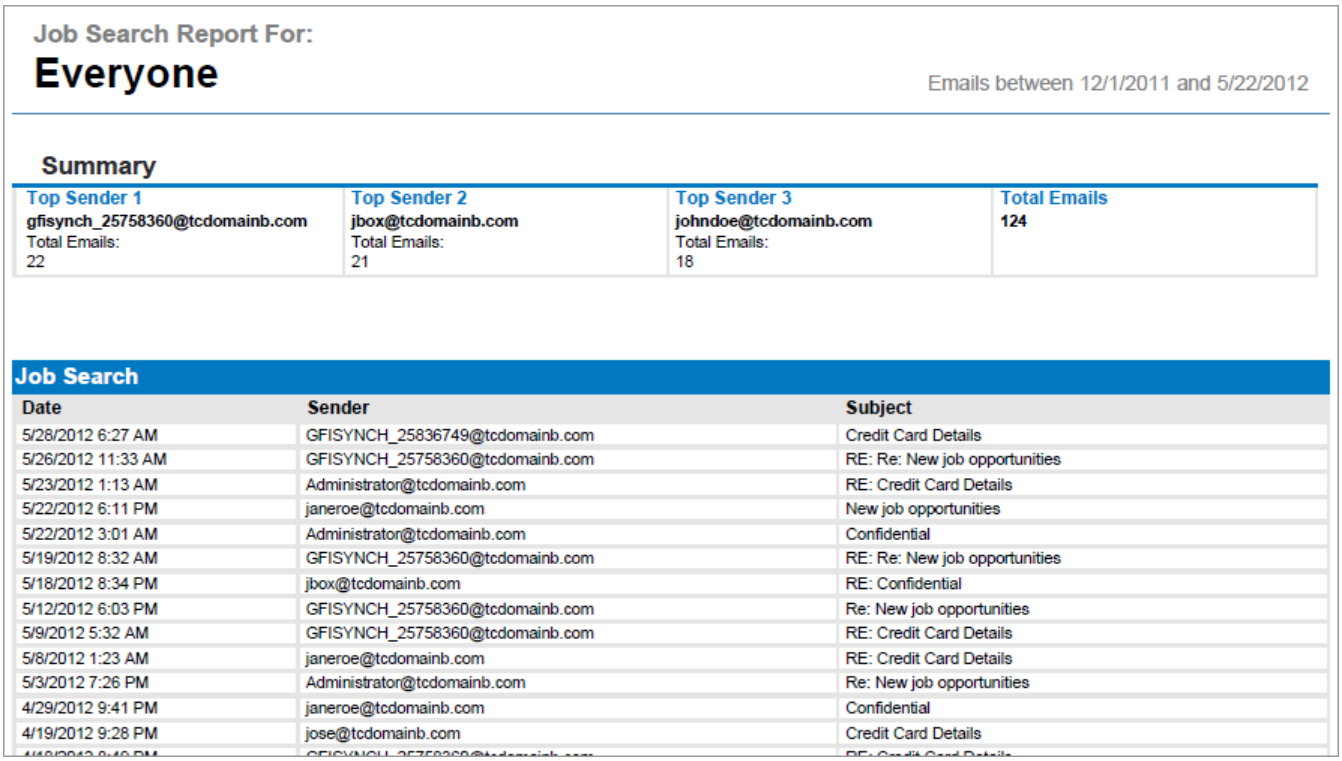


Screenshot 41: MailInsights Job Search report

Filter the report using the following criteria:

Table 48: Job Search Report criteria

OPTION	DESCRIPTION
Scope	Specify date range or use default setting (This Month). You can only select dates in the last 6 months.
Report for	Enables you to choose for whom this report applies. Run report on all employees (default) or on an Active Directory® user or group.
Domains	The list of domains listed in this area will be added to the search criteria of the report. Add domains by typing the URL in the available field and clicking ✚. To remove a domain, click ✖. **Clear all** removes all the listed URLs. The default list of job search sites includes: Monster.com; Jobster.com; jobcentral.com; hotjobs.yahoo.com; careerbuilder.com; indeed.com; simplyhired.com; jobing.com; reed.co.uk; jobsearch.co.uk; monster.co.uk; totaljobs.com; fish4.co.uk; cityjobs.com.



Job Search Report For:

Everyone

Emails between 12/1/2011 and 5/22/2012

Summary

Top Sender 1	Top Sender 2	Top Sender 3	Total Emails
gfisynch_25758360@tcdomainb.com Total Emails: 22	jbox@tcdomainb.com Total Emails: 21	johndoe@tcdomainb.com Total Emails: 18	124

Job Search

Date	Sender	Subject
5/28/2012 6:27 AM	GFISYNCH_25836749@tcdomainb.com	Credit Card Details
5/26/2012 11:33 AM	GFISYNCH_25758360@tcdomainb.com	RE: Re: New job opportunities
5/23/2012 1:13 AM	Administrator@tcdomainb.com	RE: Credit Card Details
5/22/2012 6:11 PM	janeroe@tcdomainb.com	New job opportunities
5/22/2012 3:01 AM	Administrator@tcdomainb.com	Confidential
5/19/2012 8:32 AM	GFISYNCH_25758360@tcdomainb.com	RE: Re: New job opportunities
5/18/2012 8:34 PM	jbox@tcdomainb.com	RE: Confidential
5/12/2012 6:03 PM	GFISYNCH_25758360@tcdomainb.com	Re: New job opportunities
5/9/2012 5:32 AM	GFISYNCH_25758360@tcdomainb.com	RE: Credit Card Details
5/8/2012 1:23 AM	janeroe@tcdomainb.com	RE: Credit Card Details
5/3/2012 7:26 PM	Administrator@tcdomainb.com	Re: New job opportunities
4/29/2012 9:41 PM	janeroe@tcdomainb.com	Confidential
4/19/2012 9:28 PM	jose@tcdomainb.com	Credit Card Details

Screenshot 42: MailInsights Job Search Report

The results of the generated report are listed in a table sorted by date in ascending order. A report summary above the table displays the top 3 users who exchanged emails with job search domains.

The table contains the following information:

Table 49: Job Search Report criteria

OPTION	DESCRIPTION
Date	Displays the date and time of the email.
Sender	Sender email address.
Subject	Email subject. **NOTE** Entries in the subject column contain a link to display the detected email.

For further information, refer to:

Generating MailInsights reports

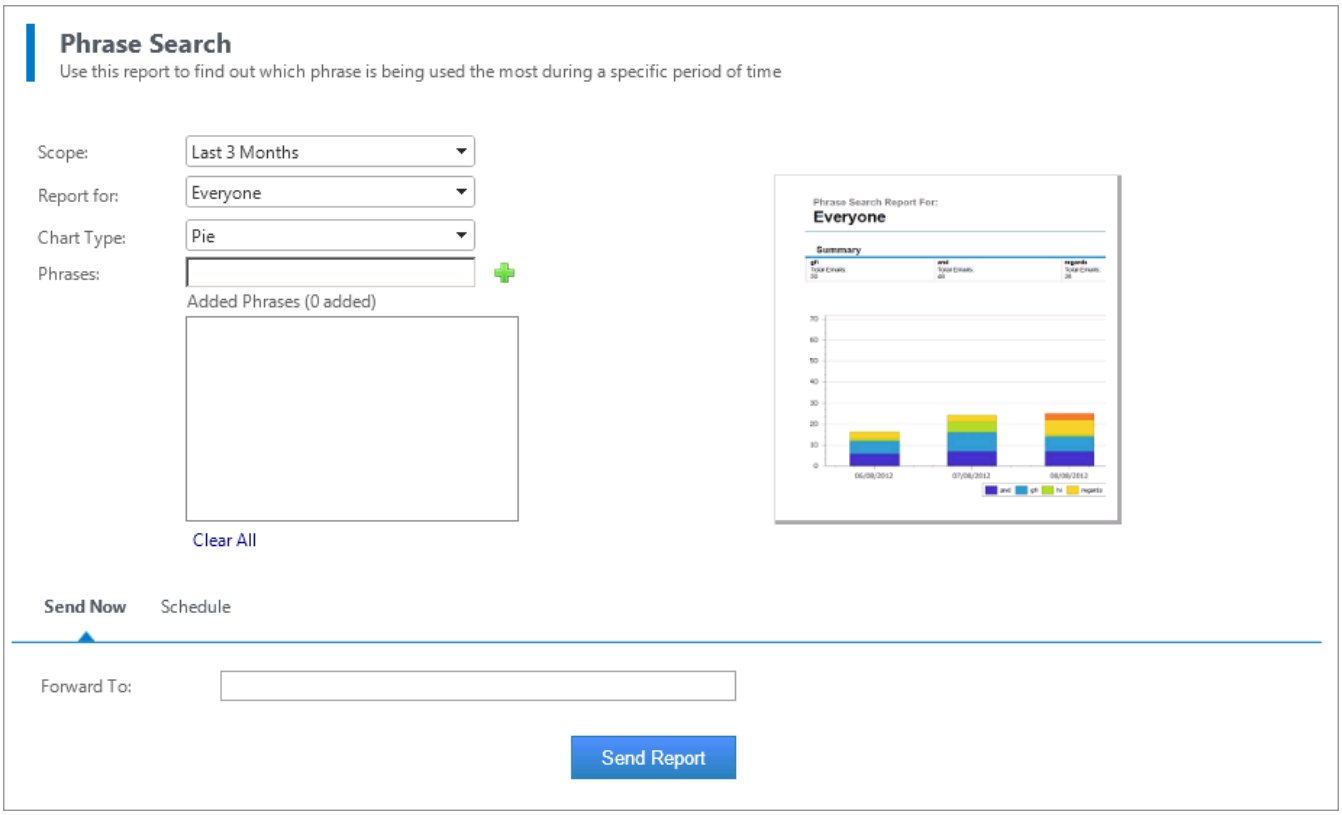
Scheduling MailInsights reports

5.6.14 Phrase Search

Search for specific terms or phrases within archived emails using the Phrase Search report. The report runs search queries on whole email bodies to detect emails containing the specified terms and displays results as a pie chart or stacked line graph.

NOTE

The report detects phrases in both sent and received email for a selected user or group.

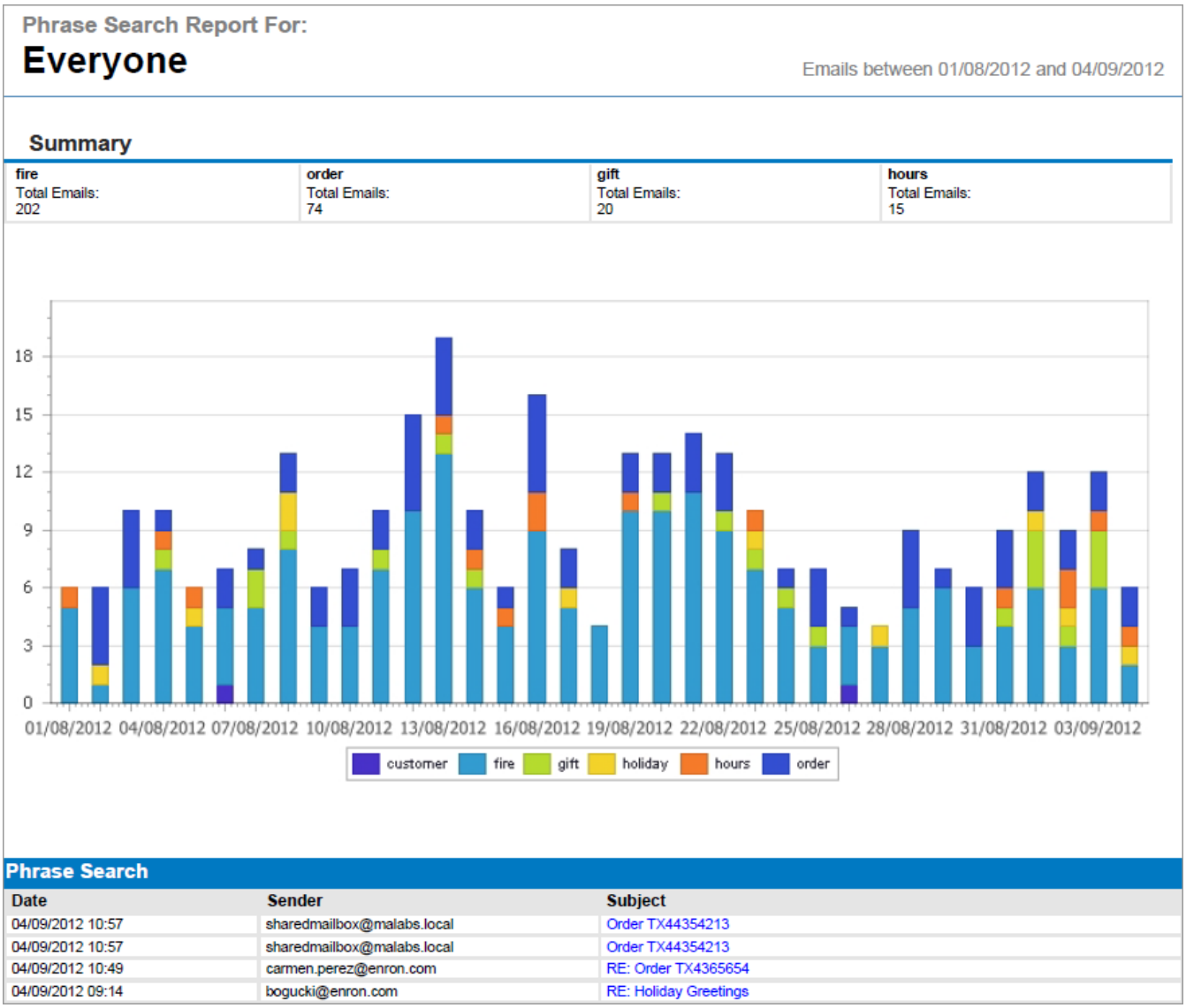


Screenshot 43: MailInsights Phrase Search report

Filter the report using the following criteria:

Table 50: Phrase Search Report criteria

OPTION	DESCRIPTION
Scope	Specify date range or use default setting (This Month). You can only select dates in the last 6 months.
Report for	Enables you to choose for whom this report applies. Run report on all employees (default) or on an Active Directory® user or group.
Chart Type	Choose between a Pie chart and Stacked Bar graph. The pie chart displays the total percentage of emails for the results found while the stacked line graph displays the count of emails sent on a day-by-day basis.
Phrases	Phrases can be composed of 1 or more words. Use quotes (") to search for exact phrases or enter words without quotes to search for any of the words entered. A limit of 10 phrases ensures the report does not consume too many resources or take too long to run.



Screenshot 44: MailInsights Phrase Search Report

The results of the generated report are listed in a table sorted by date in ascending order. A report summary above the table displays the total number of emails, and the total emails that matched a phrase.

The table contains the following information:

Table 51: Phrase Search Report criteria

OPTION	DESCRIPTION
Date	Displays the date and time of the email.
Sender	Sender email address.
Subject	Email subject. **NOTE** Entries in the subject column contain a link to display the detected email.
Phrase	The phrase that was part of the search.

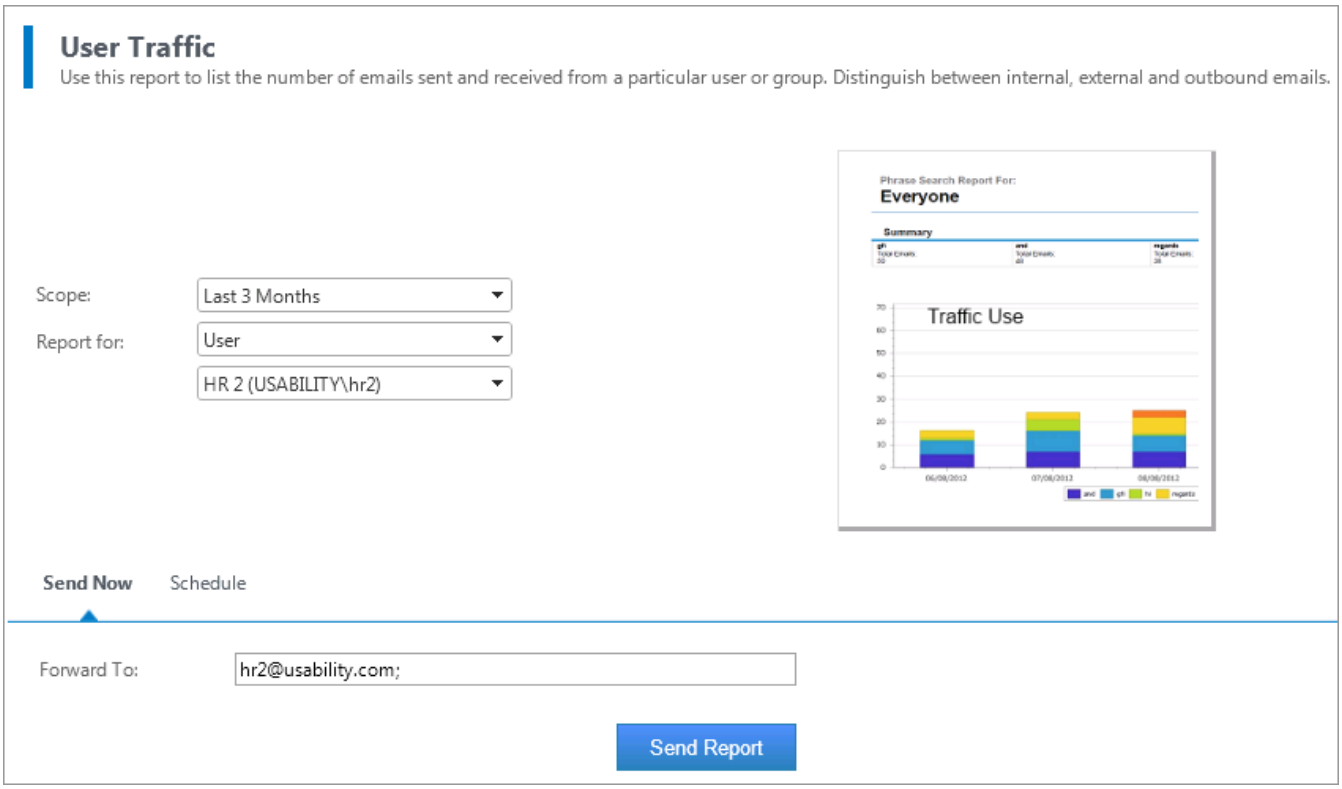
For further information, refer to:

Generating MailInsights reports

Scheduling MailInsights reports

5.6.15 User Traffic Report

The User Traffic graph provides an overview of the number of emails exchanged between selected users or groups and their contacts. It also lists unique email addresses of sent or received email.

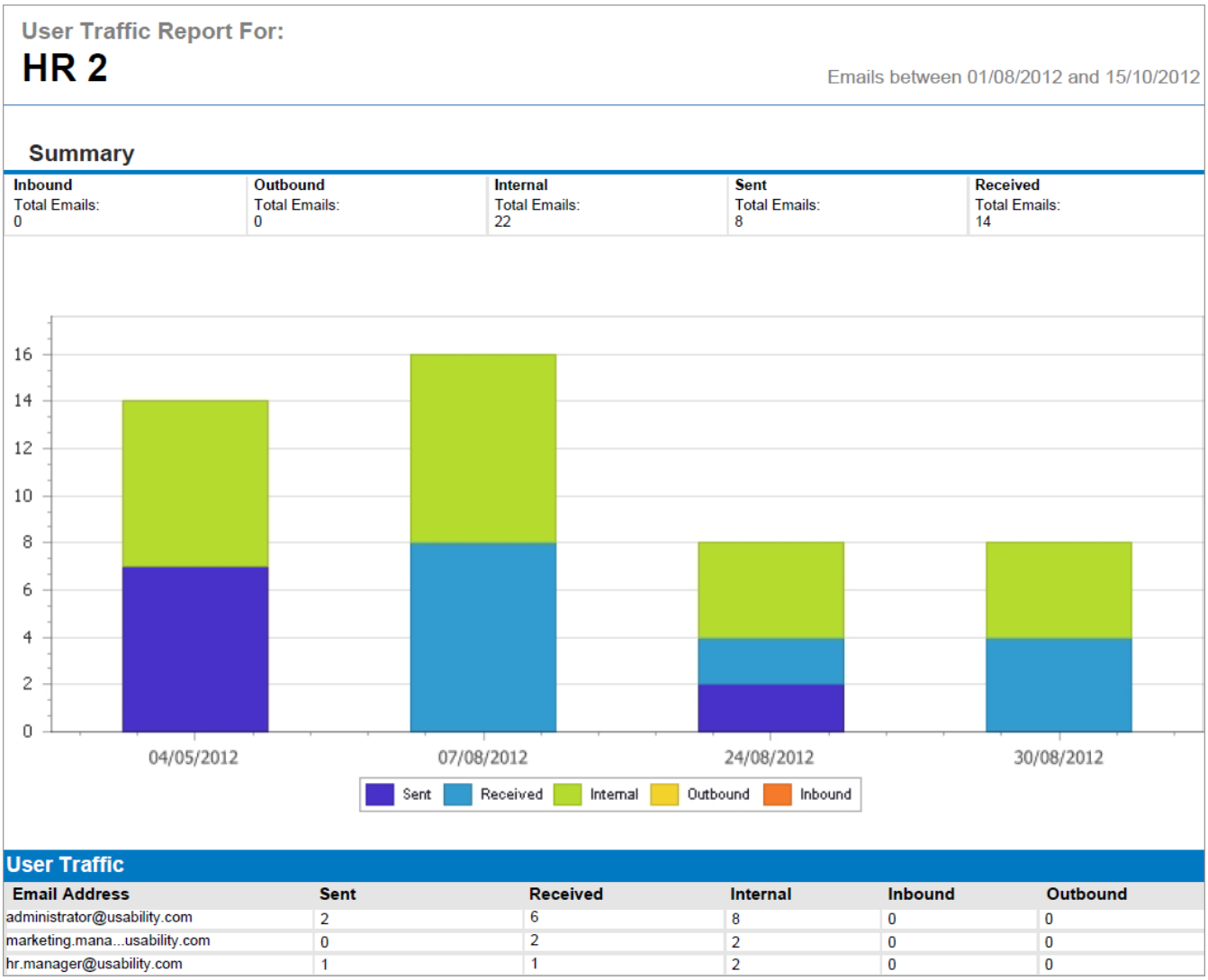


Screenshot 45: MailInsights User Traffic

Filter the report using the following criteria:

Table 52: MailInsights User Traffic Report criteria

OPTION	DESCRIPTION
Scope	Specify date range or use default setting. You can only select dates in the last 6 months.
Report for	Select Active Directory® user or group.



Screenshot 46: MailInsights User Traffic Report

The selected mailbox can belong to a user or group (displayed at the top of the report). Different colors denote whether the emails were Sent, Received, Internal, Inbound or Outbound.

The table below the graph shows the following information:

Table 53: User Traffic Report criteria

OPTION	DESCRIPTION
Email Address	Contact email address
Sent	Total number of sent emails
Received	Total number of received emails
Internal	Total number of sent and received emails
Inbound	Total number of inbound email.
Outbound	Total number of outbound email.

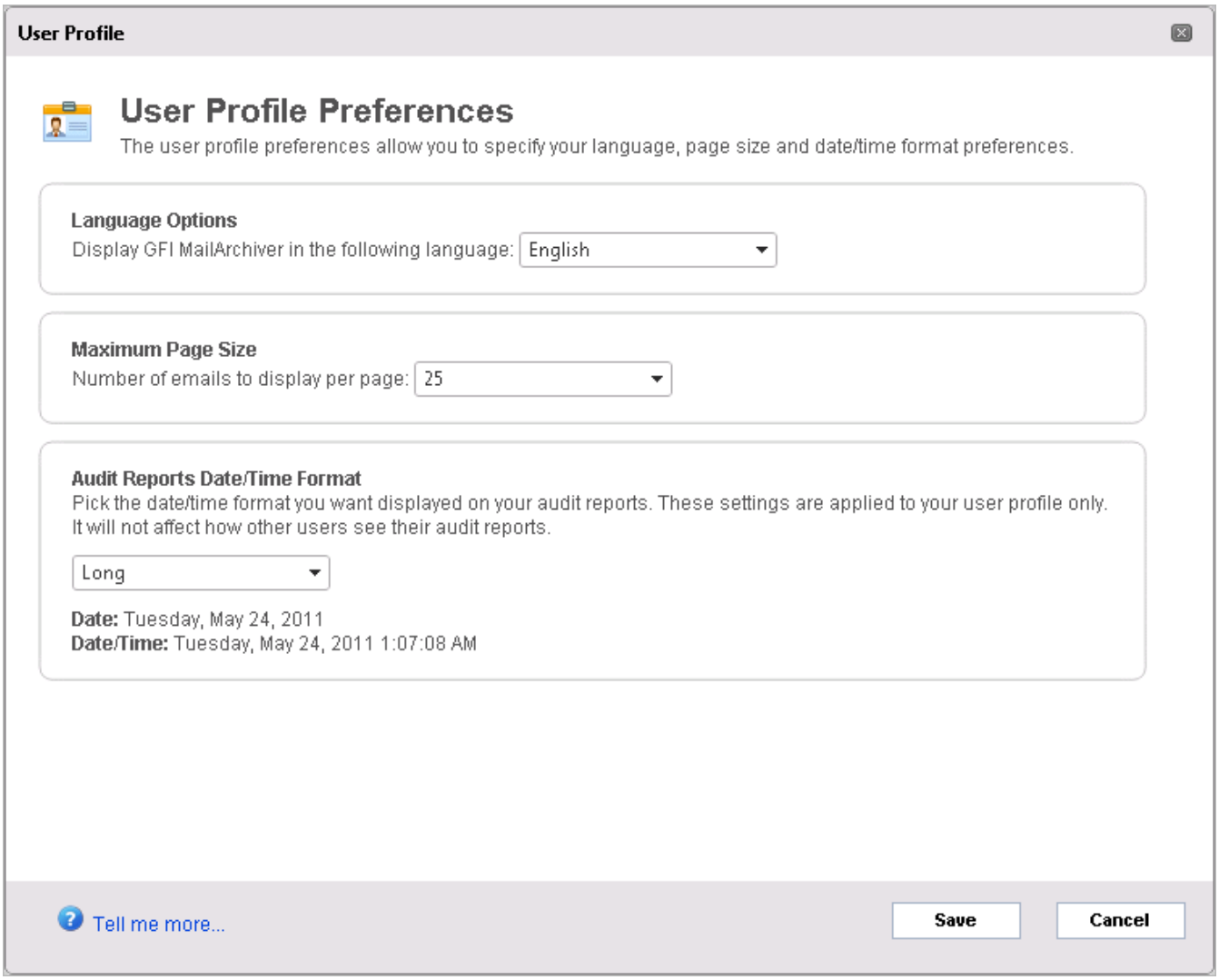
For further information, refer to:

Generating MailInsights reports

Scheduling MailInsights reports

5.7 Changing User Preferences

1. Click the user name displayed on the upper right hand corner of the screen.


User Profile
User Profile Preferences
The user profile preferences allow you to specify your language, page size and date/time format preferences.
Language Options
Display GFI MailArchiver in the following language:
English
Maximum Page Size
Number of emails to display per page:
25
Audit Reports Date/Time Format
Pick the date/time format you want displayed on your audit reports. These settings are applied to your user profile only. It will not affect how other users see their audit reports.
Long
Date: Tuesday, May 24, 2011
Date/Time: Tuesday, May 24, 2011 1:07:08 AM
Tell me more...
Save
Cancel

Screenshot 47: User profile preferences

2. From the **Language options** drop down box, select the language to display.

3. From the **Maximum page size** area, configure the number of emails to display per page.

4. From the **Audit Reports Date/Time Format** area (available only if logged in as an administrator), change the date/time format to display on audit reports.

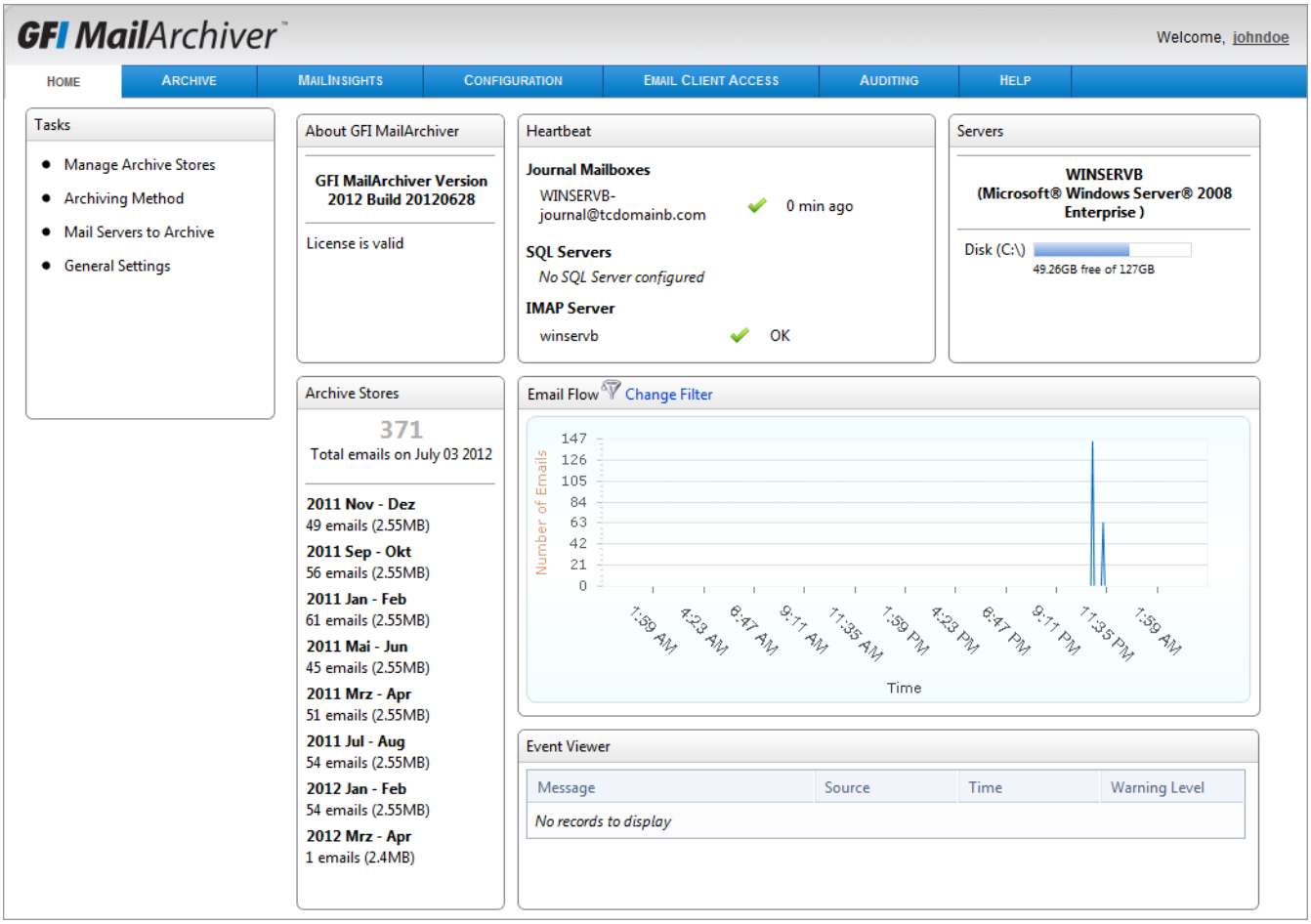
5. Click **Save**.

6 Monitoring GFI MailArchiver operations

6.1 Introduction

Through the GFI MailArchiver Home tab, you can easily monitor your GFI MailArchiver installation. The graphical and statistical information provides a real-time overview of the general operational parameters of GFI MailArchiver. It also helps to identify any issues before these have serious repercussions on your system.

6.2 Using the Home Tab

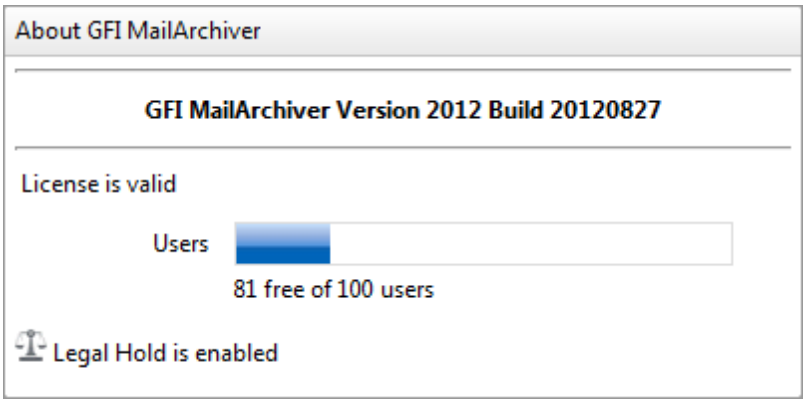


Screenshot 48: The GFI MailArchiver dashboard

From the GFI MailArchiver interface, select the **Home** tab. The information is displayed in various screen elements that are grouped by type. The sections below describe each section and how to interpret the data presented:

- About GFI MailArchiver
- Heartbeat
- Servers
- Archive Stores
- Email Flow
- Event Viewer

6.2.1 About GFI MailArchiver

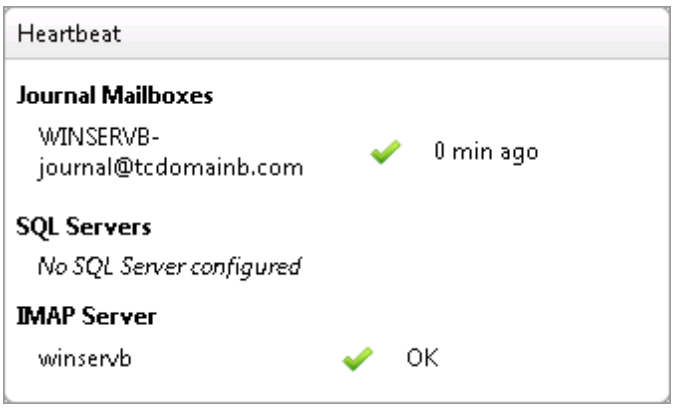


Screenshot 49: About GFI MailArchiver area

The '**About GFI MailArchiver**' area provides you with important licensing information required for correct operation of GFI MailArchiver. The information displayed includes:

- **Version and build number** – Shows the version and build of the current GFI MailArchiver installation
- **License validity** – Shows whether license key is valid and whether the installation is in evaluation or fully licensed mode.
- **Number of licenses used** – Shows how many licenses are still free for use within GFI MailArchiver.
- **Legal Hold** – Shows whether Legal Hold is enabled or not.

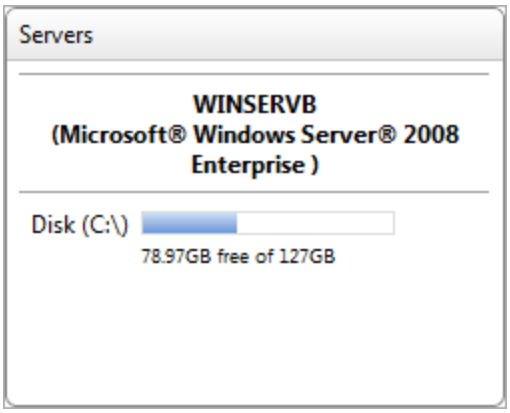
6.2.2 Heartbeat



Screenshot 50: GFI MailArchiver Heartbeat

The '**Heartbeat**' area shows the time since last successful connection to Mail Servers, Archive Stores, IMAP Server and Notification Servers. This enables you to quickly identify any unresponsive servers and investigate any interruptions in service.

6.2.3 Servers



Screenshot 51: Servers area

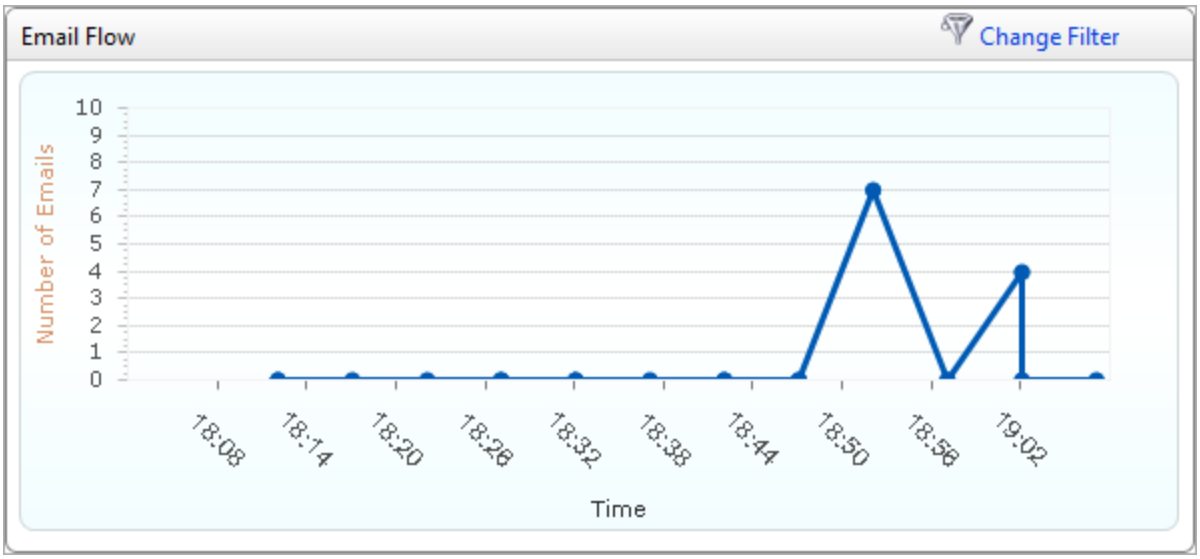
The '**Servers**' area provides you with information on how much disk space you have free on the Server where GFI MailArchiver is installed. This enables you to easily keep track of any servers that are running out of disk space and to take remedial action before you run out of disk space.

6.2.4 Archive Stores

Screenshot 52: Archive Stores area

The '**Archive Stores**' area provides information about the total number of emails stored in GFI MailArchiver and the number of Archive Stores used. This information enables you to identify whether emails are being archived correctly.

6.2.5 Email Flow

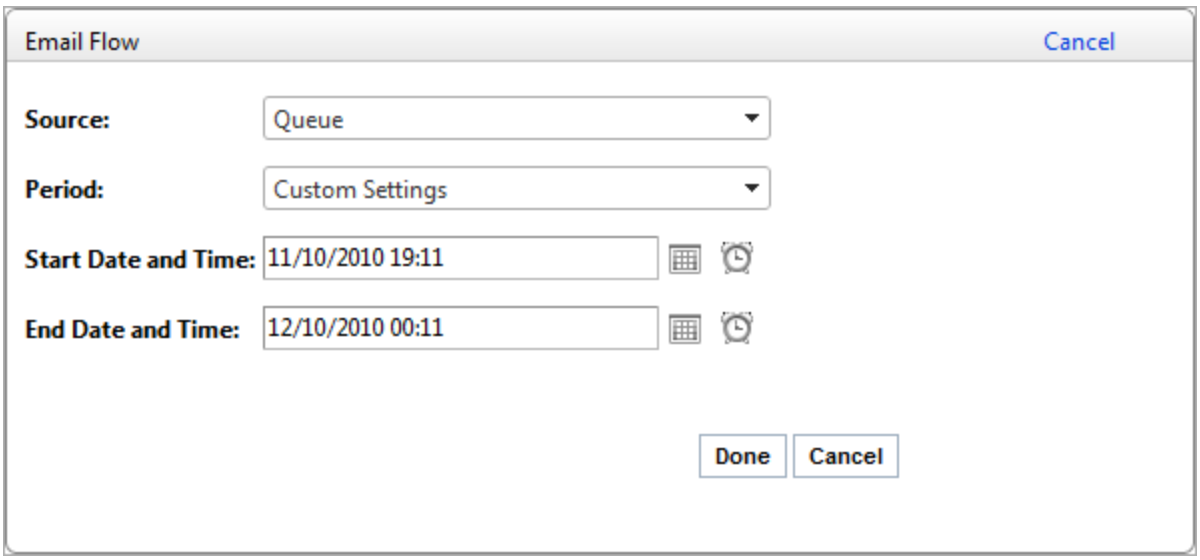


Screenshot 53: GFI MailArchiver Email flow area

The '**Email Flow**' graph provides a graphical overview of the quantity of emails that GFI MailArchiver is archiving. Spikes or dips that fall outside of the normal email flow should be investigated since this can indicate that email journaling is not functioning correctly.

The '**Email Flow**' graph is customizable to enable to view the flow for all journal mailboxes, a single mailbox or a specific period. To customize the view:

1. Click **Change Filter**.



Screenshot 54: Email flow area configuration

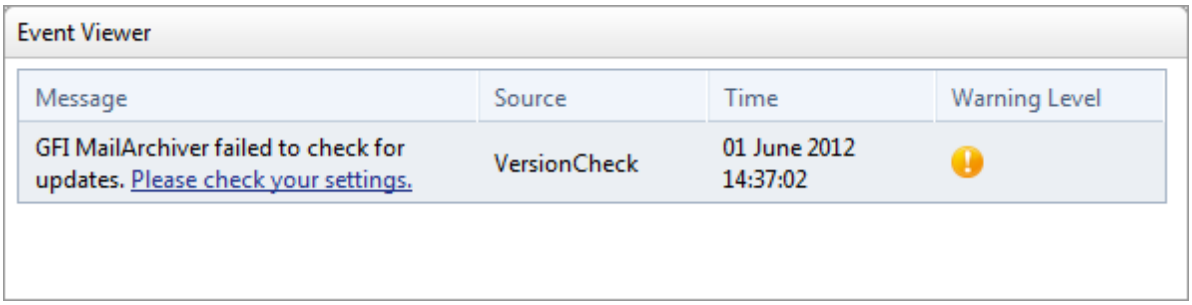
2. Change any of the values listed and click **Done**. Available options are:

Table 54: Email flow area options

OPTION	DESCRIPTION
Source	Defines what the email flow area will show in terms of either the whole queue or a single journal mailbox. Select Queue to view the entire queue or a mailbox name to view a single journal mailbox.
Period	Defines the period of time that will be shown in the email flow area.

OPTION	DESCRIPTION
Start Data and Time:	Defines the start date that will be shown in the email flow area. Click to set the date and to set the time.
End Date and Time:	Defines the end date that will be shown in the email flow area. Click to set the date and to set the time.

6.2.6 Event Viewer



Screenshot 55: Event Viewer tab

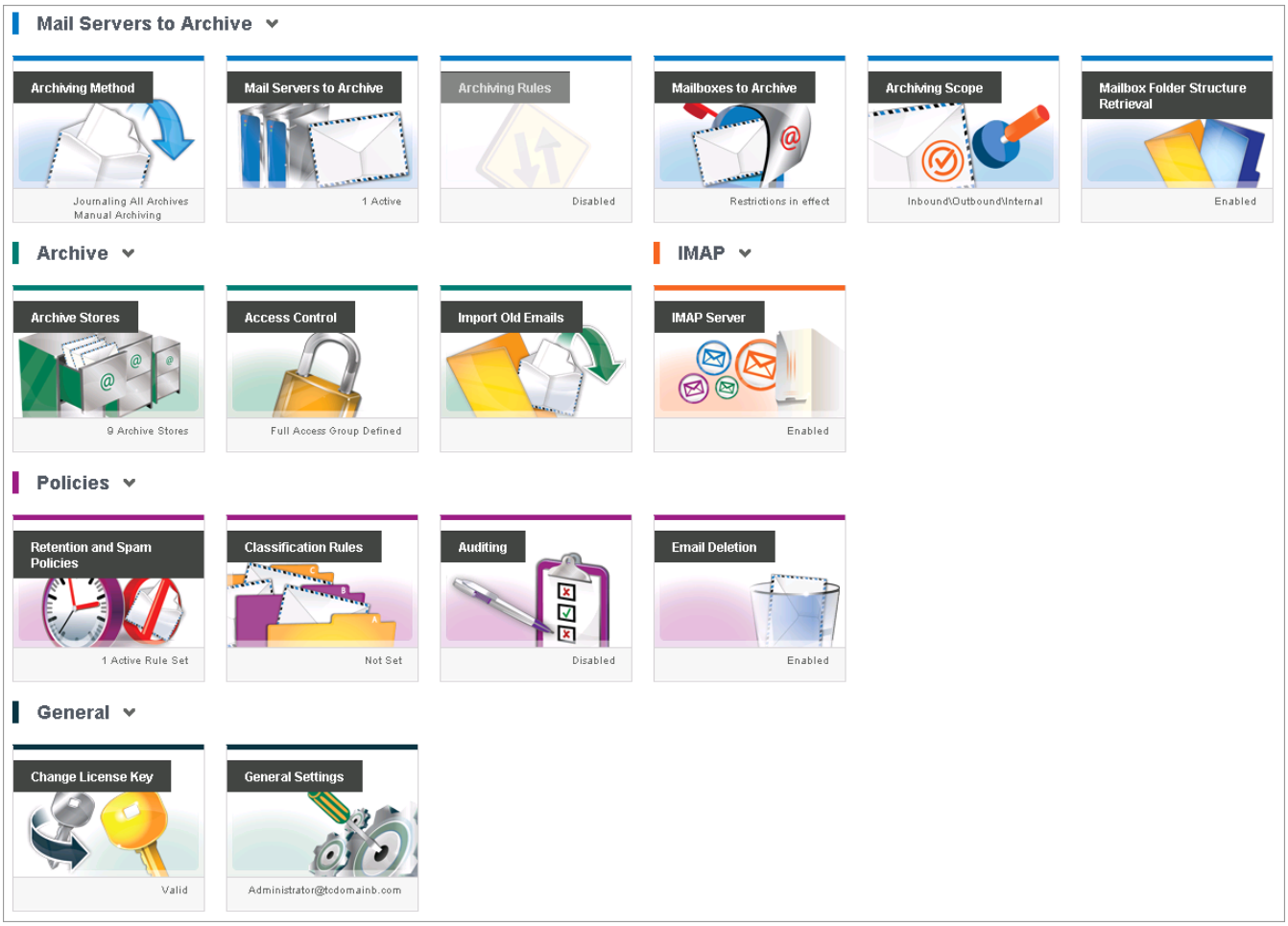
The **'GFI MailArchiver Event Viewer'** provides information about GFI MailArchiver events. The messages provided here enable you to gain information about system processes that are typically hidden from the system administrator's view, but which can lead you to discover that some system functions require your attention.

7 Configuring GFI MailArchiver

7.1 Settings Overview

GFI MailArchiver enables you to gain a comprehensive overview of the settings currently in force within GFI MailArchiver.

> **NOTE**
>
> Use the buttons located in the top right hand corner of the **Configuration** page to switch between Tile and List View.



Screenshot 56: GFI MailArchiver Settings Page

Click **Configuration** tab to load the **Overview of current settings** page.

The table below describes the information available.

Table 55: Overview of current settings

OPTION	DESCRIPTION
Archiving Method	Shows the Archiving Method currently enabled. An Archiving Method needs to be specified for GFI MailArchiver to start archiving emails.
Mail Servers to Archive	Shows the number of Journal mailboxes configured for use with this installation of GFI MailArchiver.
Archiving Rules	If Rule-based Archiving is enabled, the number of configured rules is displayed.

OPTION	DESCRIPTION
Mailboxes to Archive	Shows whether User Mailbox Archive Restrictions are in force or not. User Mailbox Archive Restrictions define which mailboxes to archive.
Archiving Scope	Shows whether Email Archive Restrictions are in force or not. These define whether incoming, out-going, or internal emails (or a combination) are archived.
Mailbox Folder Structure Retrieval	Shows whether Folder Structure Retrieval is enabled or not. Folder Structure Retrieval enables the replication of the folder structure of the mailboxes within Microsoft® Exchange Server with GFI MailArchiver.
Archive Stores	Shows the number of Archive Stores configured with this installation of GFI MailArchiver.
Access Control	Archive Mailbox Access defines who has access to which mailboxes.
Import old emails	Provides information on how to import emails to this installation of GFI MailArchiver.
IMAP Server	Shows whether IMAP Server is enabled or not. When enabled, users can retrieve archived emails using supported IMAP email clients.
Retention and Spam policies	Retention and Spam policies define the lifetime of an archive email within GFI MailArchiver. Emails matching specific criteria can be deleted immediately or after a specific period of time.
Classification Rules	Email Classifications automate the labeling of emails through policies. Emails matching specific criteria can be automatically classified.
Auditing	Shows and defines whether GFI MailArchiver Auditing is switched on or not.
Email Deletion	Shows whether Email Deletion is enabled or not. When enabled, users can permanently delete archived emails from mailboxes they have access to.
Change license key	Displays license key information associated with your GFI MailArchiver installation
General Settings	Displays the version and build number of the current GFI MailArchiver installation

7.2 Configuring Archiving Method

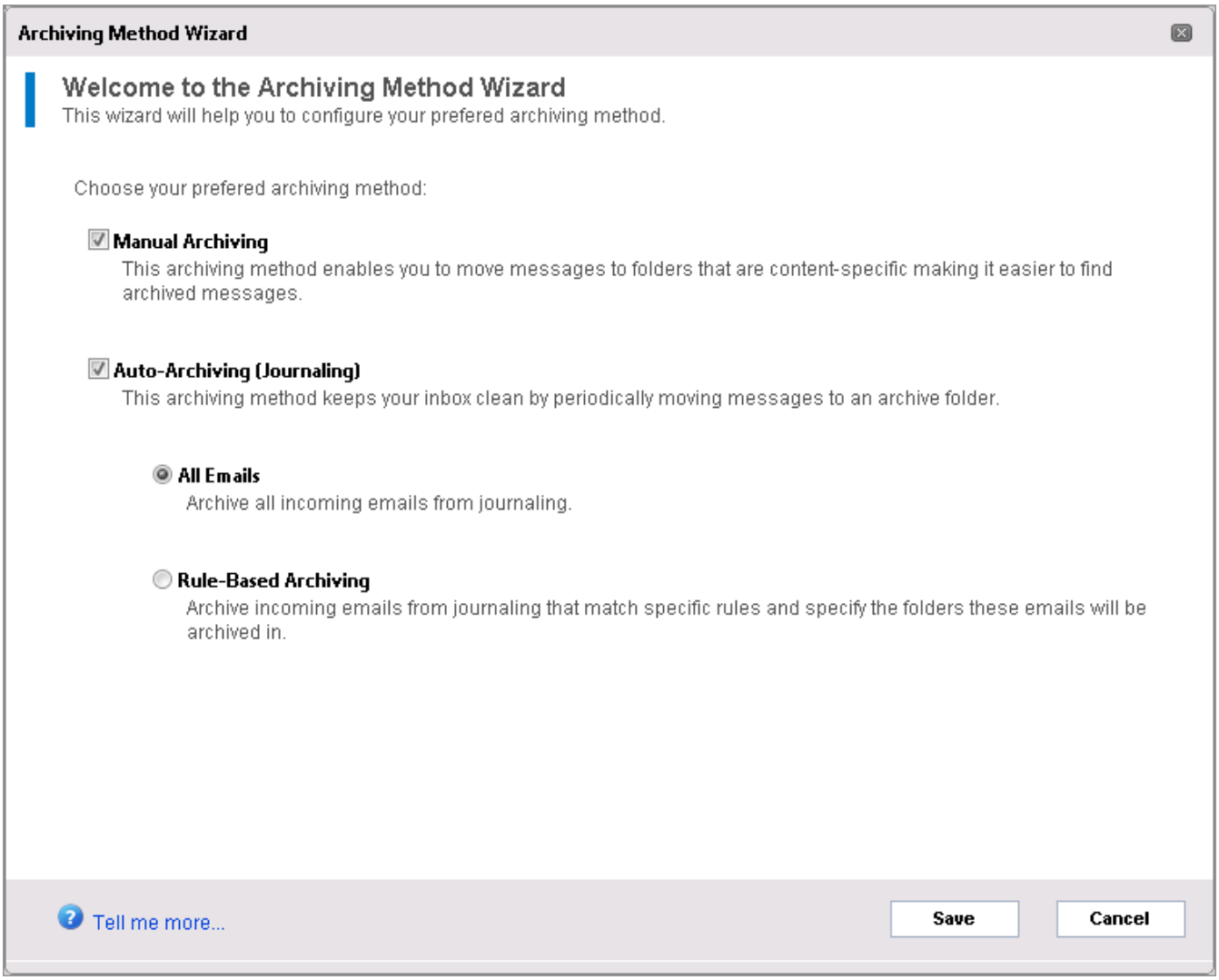
The Archiving Method enables you to define how GFI MailArchiver stores emails in the archive stores.

IMPORTANT

Without an Archiving Method GFI MailArchiver will not archive any emails.

To configure Archiving Method:

1. Select **Configuration** tab and from **Mail Servers to Archive**, click **Archiving Method**.


Archiving Method Wizard
Welcome to the Archiving Method Wizard
This wizard will help you to configure your prefered archiving method.
Choose your prefered archiving method:
Manual Archiving
This archiving method enables you to move messages to folders that are content-specific making it easier to find archived messages.
Auto-Archiving (Journaling)
This archiving method keeps your inbox clean by periodically moving messages to an archive folder.
All Emails
Archive all incoming emails from journaling.
Rule-Based Archiving
Archive incoming emails from journaling that match specific rules and specify the folders these emails will be archived in.
Tell me more...
Save
Cancel

Screenshot 57: Configuring Archiving Method

2. Click **Configure Archiving Method**.

3. From the **Archiving Method Wizard** page, select from the following options:

Table 56: Archiving Method Wizard options

OPTION	DESCRIPTION
Manual Archiving	Enables users to manually select which emails to archive from their Microsoft Outlook® applications using GFI MailArchiver Outlook Addon. Users are also able to define a folder structure when manually archiving their emails to facilitate searches.
Auto-Archiving (Journaling)	When selected, GFI MailArchiver will automatically move emails from Microsoft® Exchange Server to an Archive Store.
All Emails	Select this option to archive all incoming emails.
Rule-Based Archiving	Archive specific emails from journaling that match configured rules and specify how these emails are archived in particular folders. For more information, refer to Configuring Archiving Rules (page 104). **IMPORTANT** **Emails are not archived if Archiving Rules are not configured.**

NOTE

More than one method of archiving can be selected. For example, you can enable **Manual Archiving** and **Auto-Archiving (Journaling)** of **All Emails** at the same time.

4. Click **Save**.

7.3 Managing the Mail Servers to Archive

Within GFI MailArchiver, the mail servers to archive are defined by the configured journal mailboxes.

A Journal mailbox is a type of mailbox within Microsoft® Exchange Server that enables the recording of emails in an organization. The difference between journaling and archiving is that, by definition, journaling is the ability to record emails while archival reduces the strain of storing data through backups, removal, and storage. GFI MailArchiver uses Microsoft Exchange journaling to centralize all the emails to archive in a single mailbox. An initial Journal mailbox is configured using the GFI MailArchiver post-install wizard. This enables you to start archiving emails from a Microsoft® Exchange Server.

This section provides information on how to:

- View configured mail servers
- Create Journal Mailboxes in Microsoft® Exchange Server and use them with GFI MailArchiver
- Editing existing Journal Mailbox details
- Removing existing Journal Mailbox details

IMPORTANT

For journaled emails to be archived within GFI MailArchiver, the archiving method **Auto-Archiving (Journaling)** must be enabled. For more information, refer to Configuring Archiving Method (page 98).

NOTE

GFI MailArchiver will create the Journal Mailbox for you within Microsoft® Exchange Server using the GFI MailArchiver post install wizard. For more information, refer to Create a Journal Mailbox in Microsoft® Exchange Server 2000/2003 (page 239).

In this chapter:

7.3.1 Viewing Configured Mail Servers 101

7.3.2 Adding a New Journal Mailbox 101

7.3.3 Editing an Existing Journal Mailbox 103

7.3.4 Deactivating and Activating an Existing Journal Mailbox 104

7.3.5 Removing an Existing Journal Mailbox 104

7.3.1 Viewing Configured Mail Servers

To view configured mail servers from where GFI MailArchiver archives emails, select the **Configuration** tab and click **Mail Servers to Archive**.

Screenshot 58: Manage Journaling Mailboxes screen

The table below provides a list of available information and options:

Table 57: Mail Server options

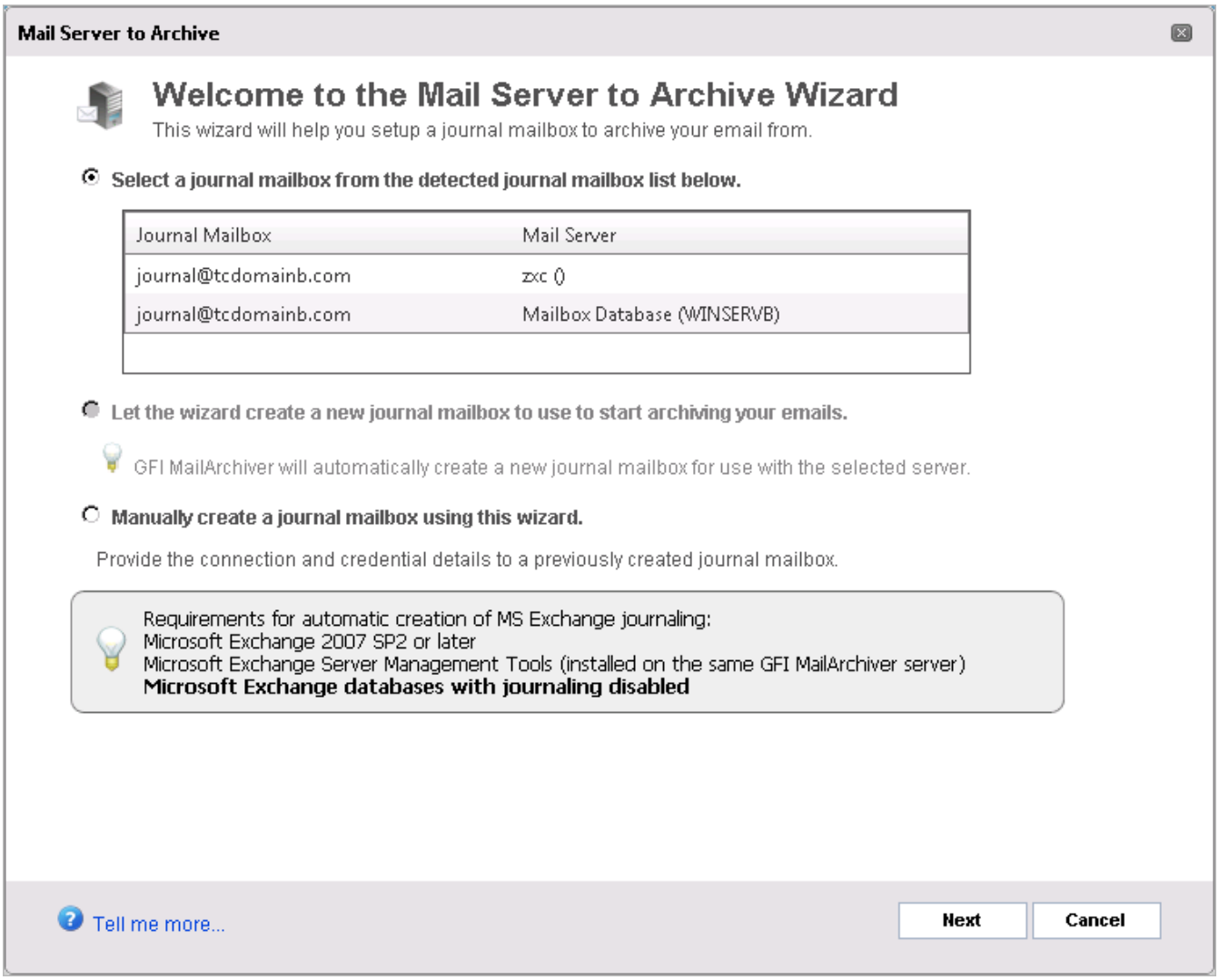
OPTION	DESCRIPTION
Journal Mailbox	Defines the name of the Journal mailbox set up within Microsoft® Exchange Server and configured for use within GFI MailArchiver.
Active	Denotes whether the Journal Mailbox is active or not.
Mailbox Server	The machine name of the server on which the Journal Mailbox is configured.
Mailbox Store	Defines the name of the Mailbox Store to which the configured Journal Mailbox belongs.
Connection Type	Defines the type of connection that GFI MailArchiver will use to retrieve emails from the mail servers to archive emails from.

7.3.2 Adding a New Journal Mailbox

1. Select **Configuration** tab and click **Mail Servers to Archive**.

Screenshot 59: Add Journaling Mailbox

2. Click .


Mail Server to Archive
Welcome to the Mail Server to Archive Wizard
This wizard will help you setup a journal mailbox to archive your email from.
Select a journal mailbox from the detected journal mailbox list below.
Journal Mailbox
Mail Server
journal@tcdomainb.com
zxc ()
journal@tcdomainb.com
Mailbox Database (WINSERVB)
Let the wizard create a new journal mailbox to use to start archiving your emails.
GFI MailArchiver will automatically create a new journal mailbox for use with the selected server.
Manually create a journal mailbox using this wizard.
Provide the connection and credential details to a previously created journal mailbox.
Requirements for automatic creation of MS Exchange journaling:
Microsoft Exchange 2007 SP2 or later
Microsoft Exchange Server Management Tools (installed on the same GFI MailArchiver server)
Microsoft Exchange databases with journaling disabled
Tell me more...
Next
Cancel

Screenshot 60: Choose how you want the wizard to setup GFI MailArchiver to use a journal mailbox.

3. From the Journal Mailbox Wizard page, select whether to automatically create a new Journal Mailbox or whether to manually specify all the Journal Mailbox details. GFI MailArchiver Journal Mailbox Wizard can also detect any existing journaling mailboxes and gives you the facility to use them.

Table 58: Journal Mailbox wizard options

OPTION	DESCRIPTION
Select a journal mailbox from the detected journal mailbox list below.	Displays a list of Journal Mailboxes that were detected by the GFI MailArchiver Journal Mailbox Wizard. Select this option and a Journal Mailbox from the list displayed to use the selected mailbox.
Let the wizard create a new journal mailbox to use to start archiving your emails	Provides the facility to automatically create a new Journal Mailbox. Select this option and a detected Microsoft® Exchange Server to create the new journal mailbox for. **NOTE** This feature works only with Microsoft® Exchange Server 2007 Service Pack 2 onwards.
Manually create a journal mailbox using this wizard.	Provides the facility to create a new Journal Mailbox while providing all the details required to create such mailbox. These may include specifying a Mailbox Store, the connection method, ports used and credentials.

Click **Next** to continue setup.

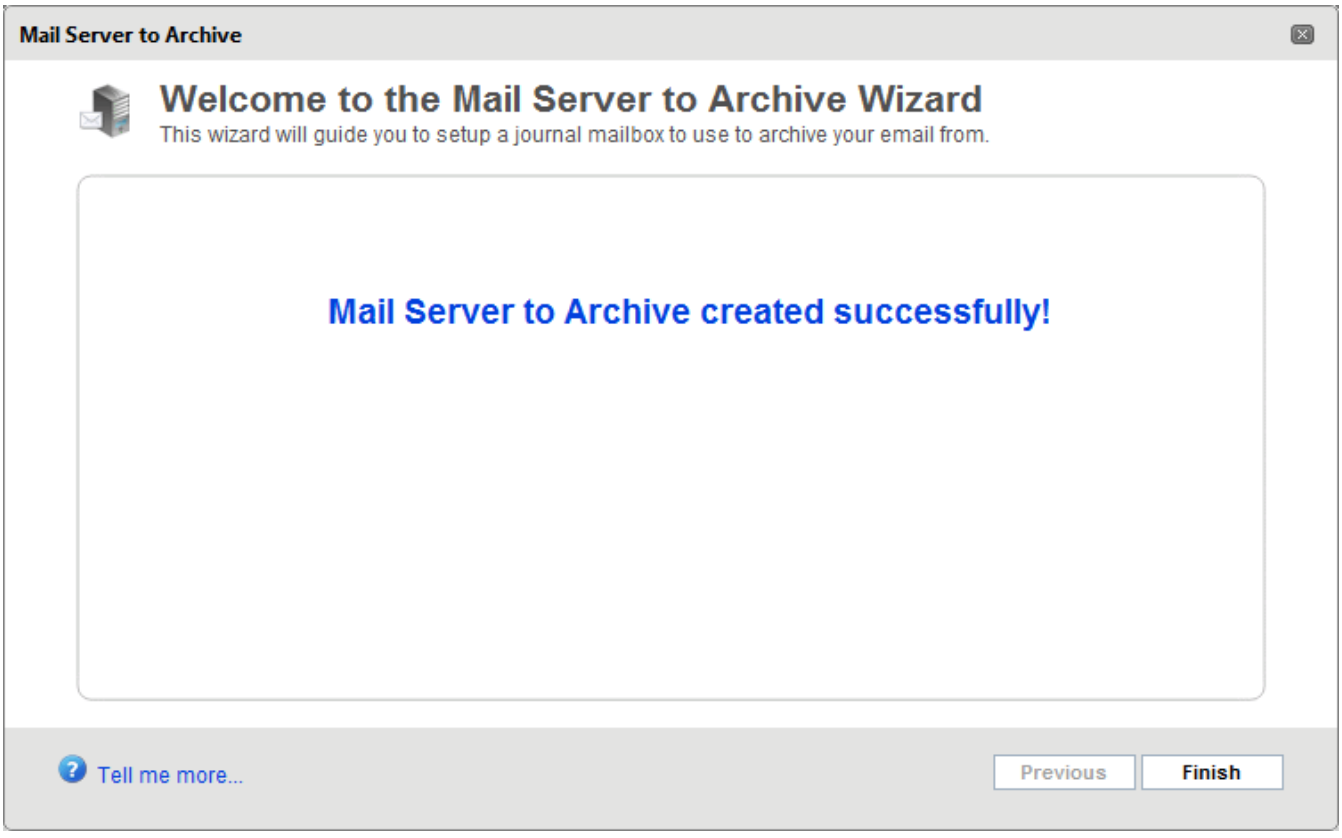
4. If you have selected **Let the wizard create a new journal mailbox to use to start archiving your emails** or **Manually create a journal mailbox using this wizard** option in the Journal Mailbox Wizard screen, you will now be prompted to key in the required details for the Journal Mailbox. If **Select a journal mailbox from the detected list** to use to archive your emails was selected, click **Next**.

Available options are:

Table 59: Existing Journal Mailbox options

OPTION	DESCRIPTION
Mail Server	Shows the detected name of the mail server of where the Journal Mailbox resides.
Connect using:	Defines the connection method used to connect to the Mail Server where the new Journal Mailbox will be created. Available options are: » **ExOLEDB** - Available only if GFI MailArchiver is installed on the same machine as Microsoft® Exchange Server 2003 or 2007. » **IMAP** - Available only if GFI MailArchiver is not installed on the same machine as Microsoft® Exchange Server 2003 or 2007. » **Exchange Web Services (EWS)** - Available only for Microsoft® Exchange Server 2007 SP1 or 2010.
Login:/Password:	Enables you to key in a login name and a password used to connect to the selected mail server.
Folder	Defines the default folder that is used to journal emails. Default value: Inbox.

5. Click **Next** to continue setup.

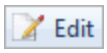

Mail Server to Archive
Welcome to the Mail Server to Archive Wizard
This wizard will guide you to setup a journal mailbox to use to archive your email from.
Mail Server to Archive created successfully!
Tell me more...
Previous
Finish

Screenshot 61: Existing mailbox added successfully

6. Click **Finish** to finalize Journal Mailbox setup.

7.3.3 Editing an Existing Journal Mailbox

1. Select **Configuration** tab and click **Mail Servers to Archive**.

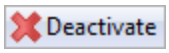
2. Select a Journal Mailbox to edit and click 

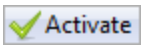
.

3. From the Journal Mailbox Wizard page, adjust the settings as per the instructions in the Adding a New Journal Mailbox section within this chapter in this manual.

7.3.4 Deactivating and Activating an Existing Journal Mailbox

1. Select **Configuration** tab and click **Mail Servers to Archive**.

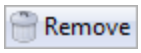
2. Select a Journal Mailbox to edit and click 

to deactivate an existing Journaling mailbox or 

to activate a previously deactivated journal mailbox.

7.3.5 Removing an Existing Journal Mailbox

1. Select **Configuration** tab and click **Mail Servers to Archive**.

2. Select the Journal Mailboxes to delete and click 

.

IMPORTANT

Deleting a Journal Mailbox is an irreversible procedure. Journal mailbox emails cannot be retrieved if deleted.

IMPORTANT

Removing a Journal Mailbox from GFI MailArchiver does not delete or make inoperative any existing Journal Mailboxes in Microsoft® Exchange Server.

For more information on how to remove Journaling Mailboxes from Microsoft® Exchange Server, refer to Disabling Journaling section within Appendix 1 - Journal Mailbox Manual Operations in this manual.

7.4 Configuring Archiving Rules

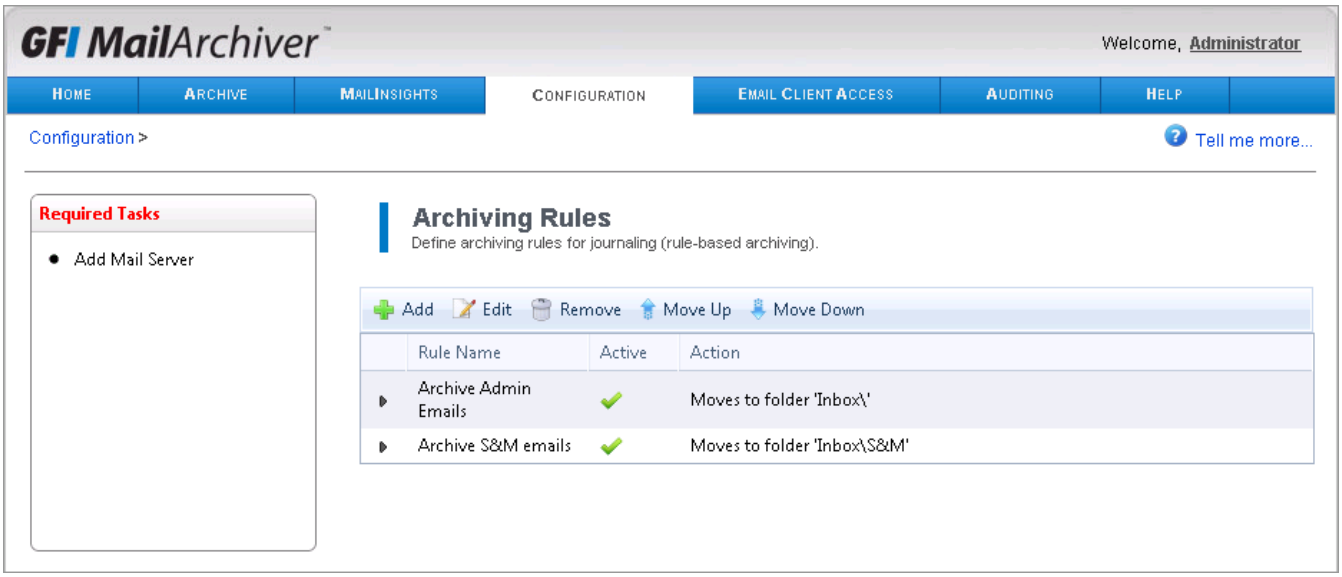
IMPORTANT

This feature is disabled if **Rule-based Archiving** is not enabled in the **Archiving Method** wizard. For more information, refer to Configuring Archiving Method (page 98).

A number of Archiving Rules can be set up to determine what emails are archived. Rules are created based on different criteria, and GFI MailArchiver applies each rule against incoming and outgoing emails that match configured rules. If a rule is matched, the email is archived and moved to the configured folder.

IMPORTANT

Enabling this feature may breach company policy or legal compliance related to email retention.



Screenshot 62: Configuring Archiving Rules

NOTE

GFI MailArchiver applies rules from top to bottom of the list. Rules can be moved up or down the list using the provided arrows.

IMPORTANT

Emails archived through the GFI MailArchiver Outlook Addon get archived irrespective of any rules set in Rules-based Archiving.

In this chapter:

7.4.1 Adding Archiving Rules 105

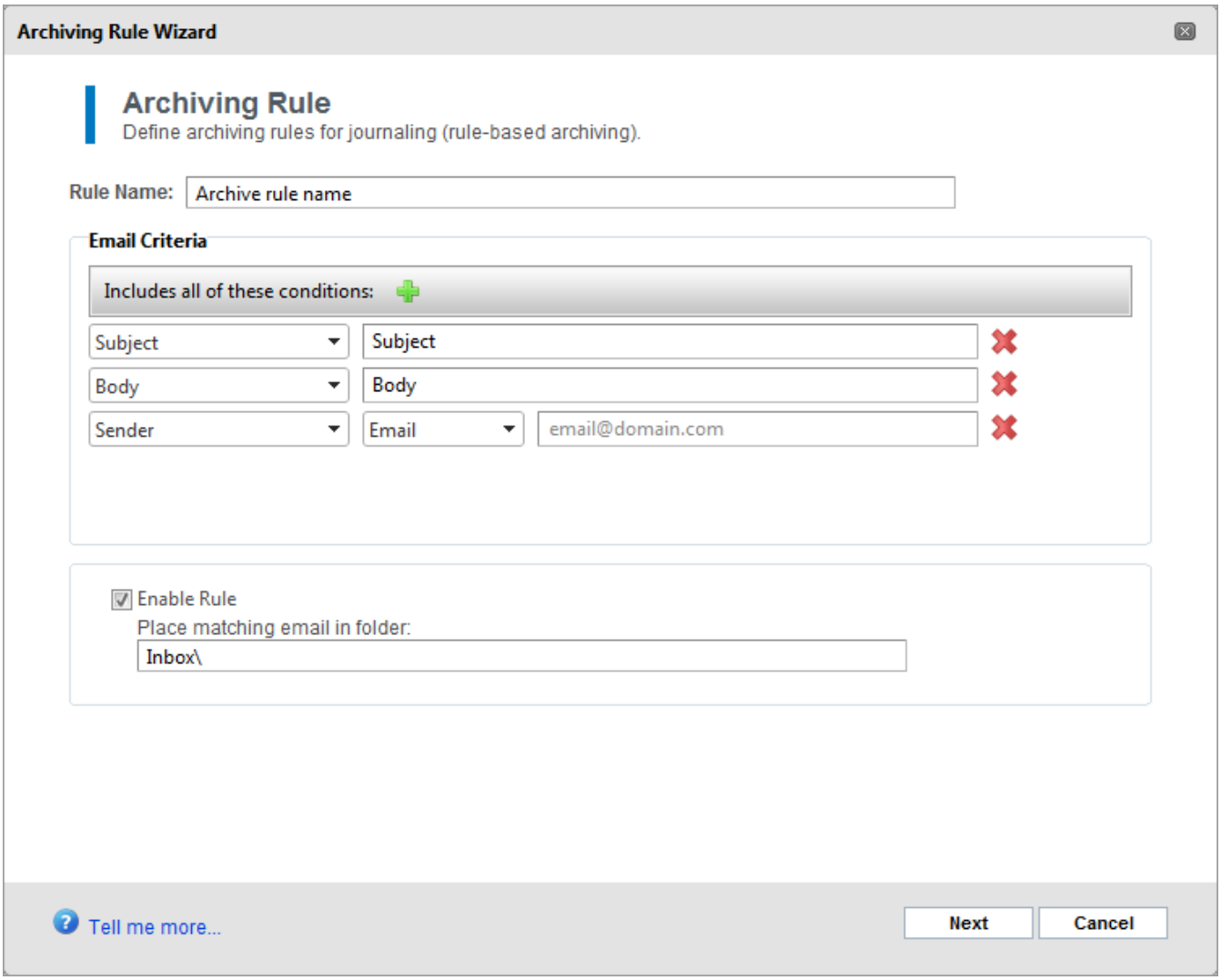
7.4.2 Editing Archiving Rules 107

7.4.3 Removing Archiving Rules 107

7.4.1 Adding Archiving Rules

To add an Archiving Rule:

1. From **Configuration** tab, click **Archiving Rules**.
2. Click **Add**.



3. In the **Rule Name** field, specify a meaningful name for the archiving rule.

4. In the **Email Criteria** section, specify rule conditions from the available options described in the table below. Click ✚ to add more conditions.

Table 60: Archiving Rule conditions

CONDITION	DESCRIPTION
Subject	Emails that match the specified subject are archived.
Body	Emails that are an exact match to the a word or a sentence specified in this criteria are archived.
Sender	Select **Email** and type the email address or select **User** and type the name of the user. **NOTE** A list of AD users will be displayed when you start typing the first letters of an email address or a user name.
Recipient	Select **Email** and type the email address or select **User** and type the name of the user. **NOTE** A list of AD users will be displayed when you start typing the first letters of an email address or a user name.
Full email size	Select a filter from the available options (Equals, Greater Than, Greater or Equal Than, Smaller Than, Smaller or Equal Than) and specify an email size in MB.
Attachment Size	Select a filter from the available options (Equals, Greater Than, Greater or Equal Than, Smaller Than, Smaller or Equal Than) and specify an attachment size in MB.

CONDITION	DESCRIPTION
Attachment Type	Select a filter from the available options: Images, Documents, Music, Videos, Custom.

NOTE

Wildcards are supported for both **Sender** and **Recipient** fields. For example, if you enter '***@domain.com**', the value will match all users of '**domain**.com'.

5. In the **Place matching email in folder** field, specify to which folder the email is archived.

NOTE

Using special characters in folder names

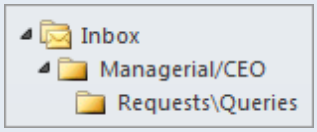
By default, `Inbox\` is displayed in the **Place matching email in folder** field. This path can be overwritten with the desired folder path using the following conventions:

\ (back slash) is represented by /\

/ (forward slash) is represented by //

For example:

To input a folder path for the following folder structure:



Input the following path in the **Place matching email in folder** field:
`Inbox\Managerial//CEO\Requests/\Queries`

NOTE

If the folder specified by the user does not exist, it is created automatically.

6. Click **Next**.
7. Click **Finish**.

7.4.2 Editing Archiving Rules

To edit an Archiving Rule:

1. From **Configuration** tab, click **Archiving Rules**.
2. Click **Edit**.
3. Use the Archiving Rule Wizard to modify the required fields.
4. Click **Finish**.

7.4.3 Removing Archiving Rules

1. Select **Configuration** tab and click **Archiving Rules**.

2. Select the rule or rules to delete and click Remove .

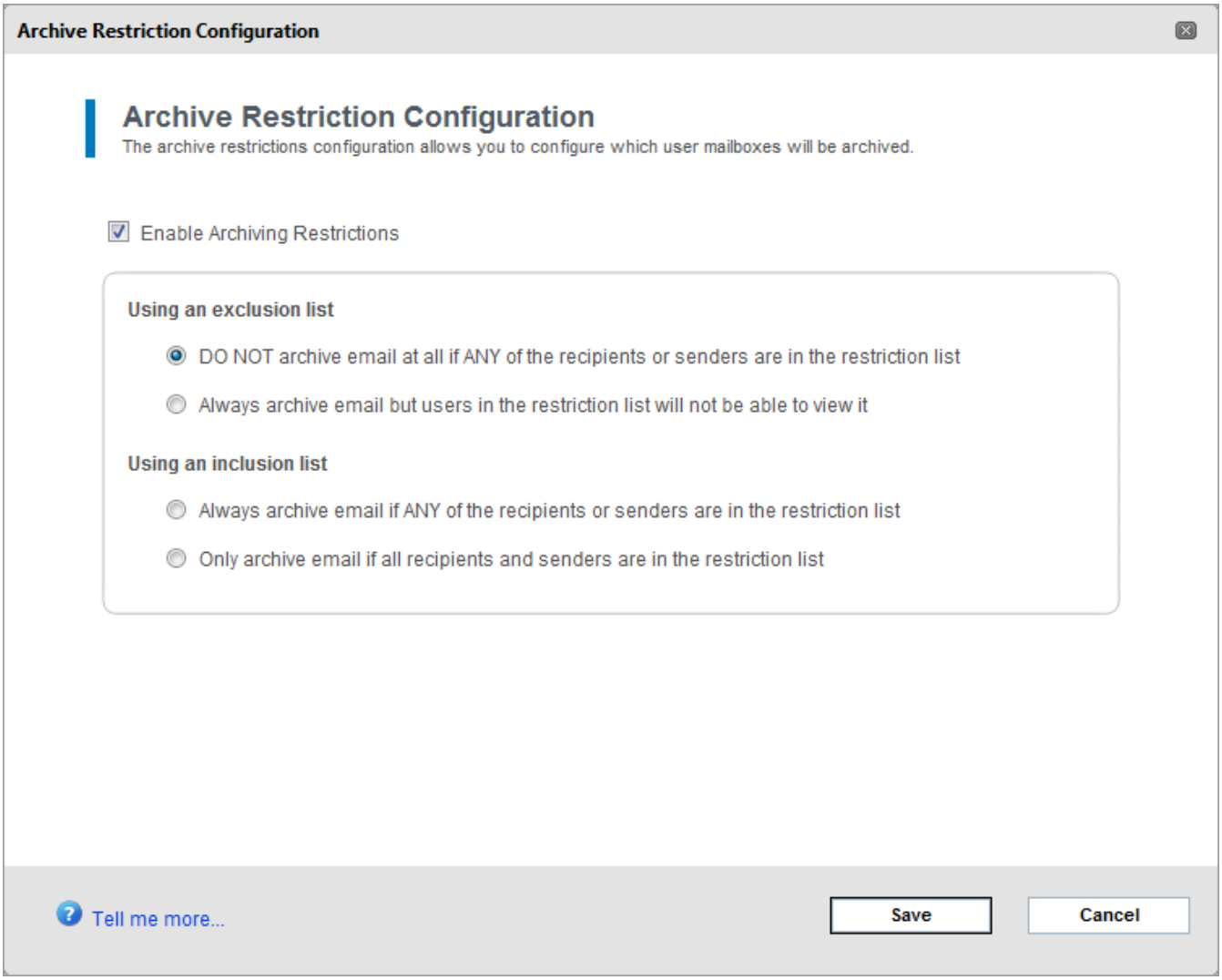
7.5 Mailbox Archive Restrictions

Mailbox archive restrictions enable you to define specific mailboxes to exclude from archiving. This feature can also be used to exclude all mailboxes from archival while including only specific ones.

7.5.1 Enabling Mailbox Archive Restrictions

1. Select **Configuration** tab and click **Mailboxes to Archive**.

2. Click **Change Settings**.


Archive Restriction Configuration
Archive Restriction Configuration
The archive restrictions configuration allows you to configure which user mailboxes will be archived.
Enable Archiving Restrictions
Using an exclusion list
DO NOT archive email at all if ANY of the recipients or senders are in the restriction list
Always archive email but users in the restriction list will not be able to view it
Using an inclusion list
Always archive email if ANY of the recipients or senders are in the restriction list
Only archive email if all recipients and senders are in the restriction list
Tell me more...
Save
Cancel

Screenshot 63: Select Enable Archiving Restrictions

3. Select **Enable Archiving Restrictions** and choose one of the following options:

Table 61: Archiving restriction options

EXCLUSION / INCLUSION	OPTION
Using an exclusion list	» DO NOT archive email at all if ANY of the recipients or senders are in the restriction list » Always archive email but users in the restriction list will not be able to view it **NOTE** When **Manual Archiving** is configured, users in an exclusion list cannot manually archive emails using GFI MailArchiver Outlook Addon if any of these options is enabled.
Using an inclusion list	» Always archive email if ANY of the recipients or senders are in the restriction list » Only archive email if all recipients and senders are in the restriction list **NOTE** When **Manual Archiving** is configured, all users in an inclusion list are able to manually archive emails using GFI MailArchiver Outlook Addon if any of these options is enabled.

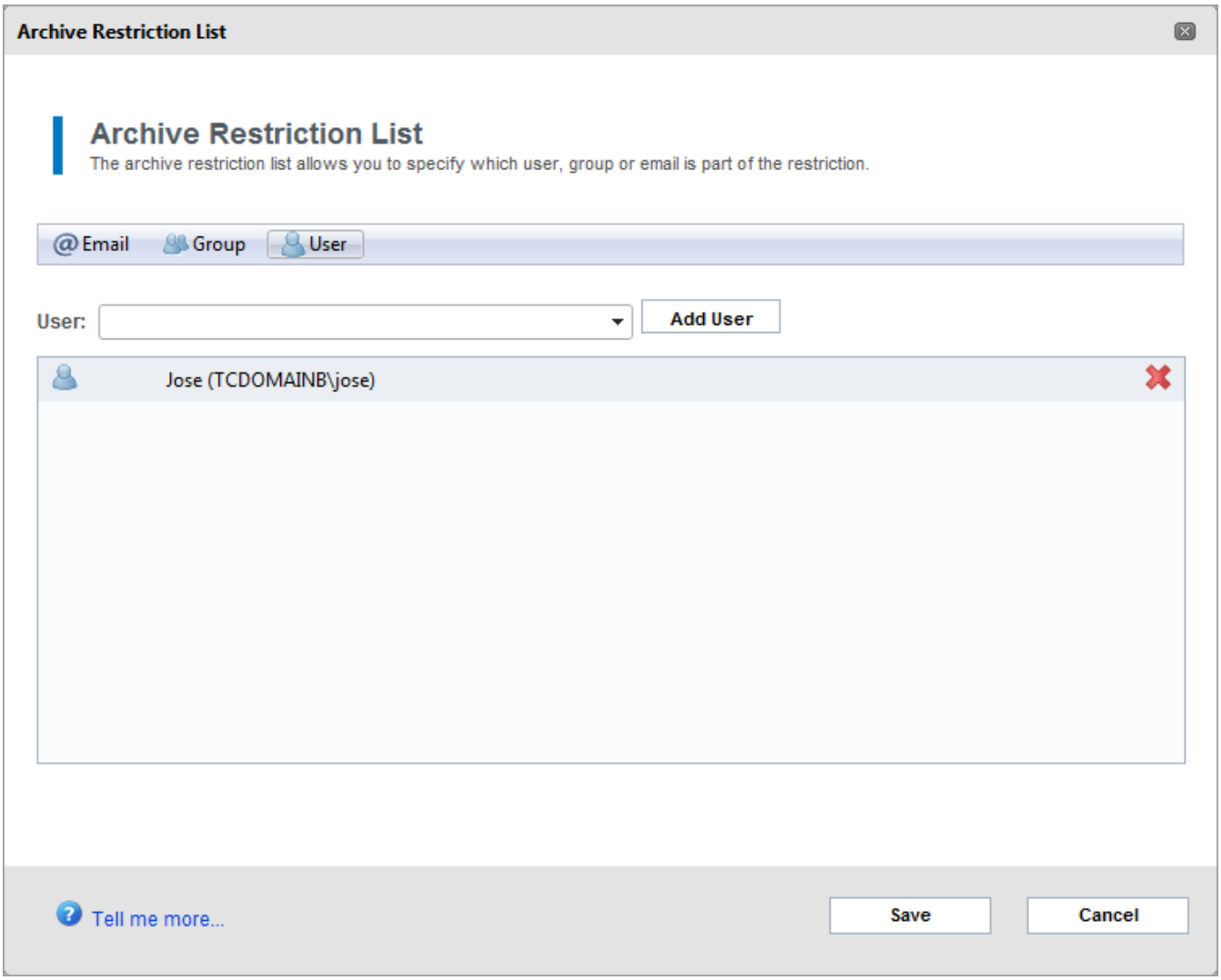
IMPORTANT

After enabling **Archive Restrictions**, click **Manage Restrictions** to create the list of users, groups or mailboxes to be restricted. The configured Restrictions will not come into affect if the list is not created.

NOTE

Emails archived manually using the GFI MailArchiver Outlook Addon are always archived, even when an exclusion list is configured.

4. Click **Save**.



Screenshot 64: Add emails, groups or users

5. Click Manage Restrictions and select an option between email, group or users and key in the email, group name or user name of the user to restrict.

6. Click **Save**.

7.5.2 Disabling Mailbox Archive Restrictions

To disable mailbox archive restrictions:

1. Select **Configuration** tab.

2. Click **Mailboxes to Archive**.

3. Click **Change Settings**.

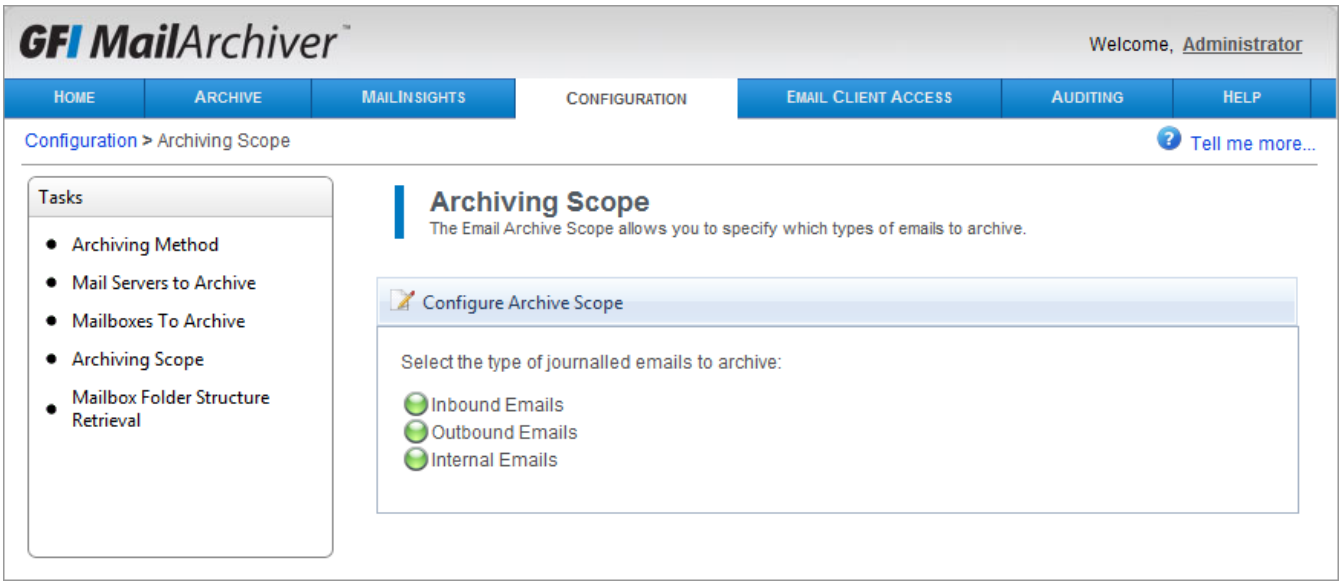
4. Unselect **Enable Archiving Restrictions**.

5. Click **Save**.

7.6 Managing the Archiving Scope

The Archiving Scope enables you to define which types of emails to archive. Using this feature you can, for example, instruct GFI MailArchiver to exclude internal emails from being archived or to include all inbound and internal emails while excluding all outbound emails.

1. Select **Configuration** tab and click **Archiving Scope**.



Screenshot 65: Configuring email archive restrictions.

2. Select **Configure Archiving Scope** and from the list displayed unselect the emails to exclude from archiving as shown in the table below :

Table 62: Email archive restrictions options

OPTION	DESCRIPTION
Inbound emails	Defines whether GFI MailArchiver will archive emails originating from outside the organizations' domain. Uncheck this option to not archive this type of emails.
Outbound emails	Defines whether GFI MailArchiver will archive emails destined to recipients not within the organizations' domain. Uncheck this option to not archive this type of emails.
Internal emails	Defines whether GFI MailArchiver will archive emails originating from and destined to the organizations' domain. Uncheck this option to not archive this type of emails.

3. Click **Save** to save configuration.

7.7 Configuring Mailbox Folder Structure Retrieval

By default, GFI MailArchiver does not automatically archive emails according to the folder structure in which they were originally contained within the source mailbox. To replicate the folder structure of the original mailboxes, enable the GFI MailArchiver Folder Structure Retrieval feature.

IMPORTANT

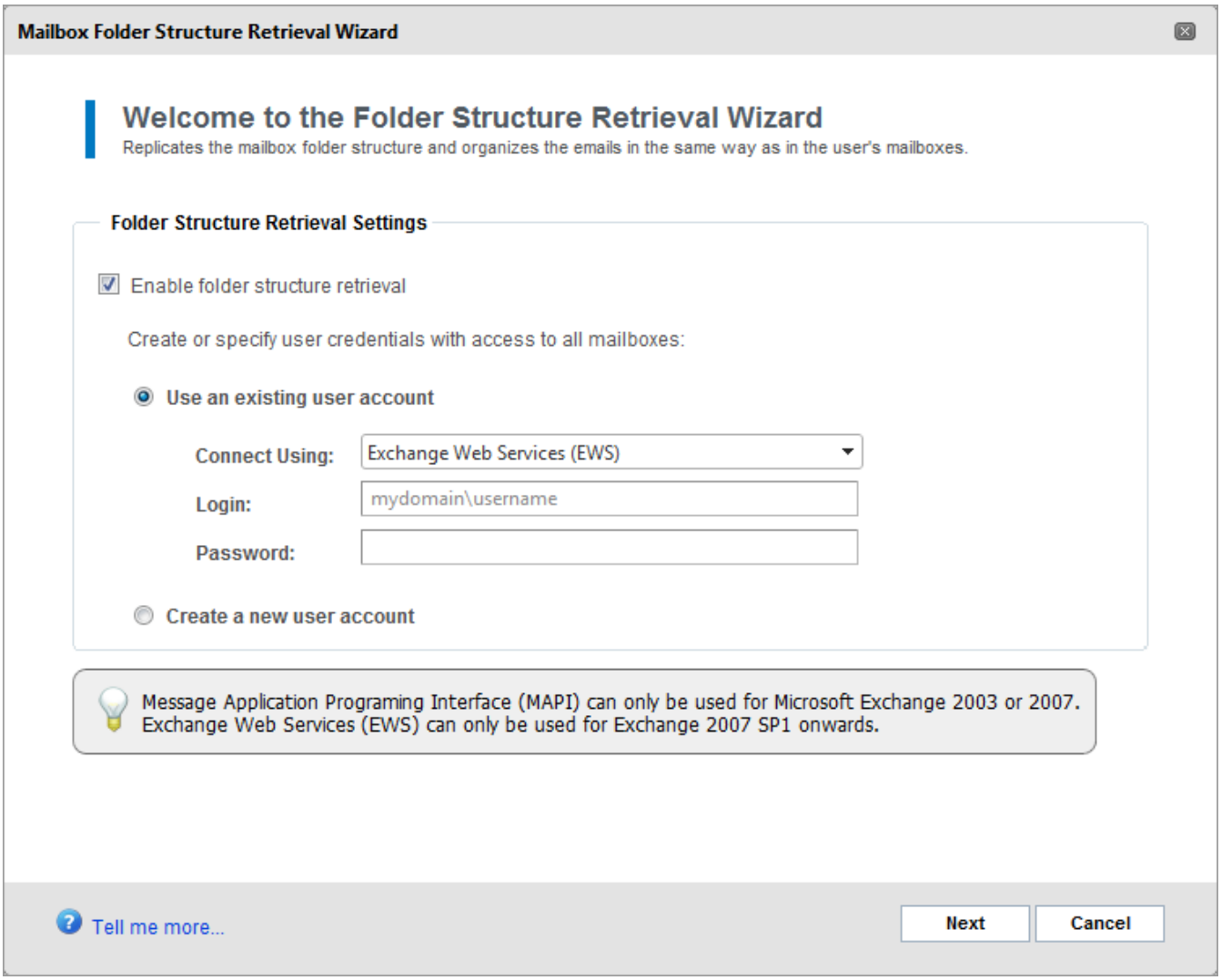
The GFI MailArchiver Folder Structure Retrieval feature adds a computational and network access overhead to the archival process and may slow down your system.

This feature requires a user account with access to all mailboxes to which to retrieve the folder structure. GFI MailArchiver can automatically create this account.

7.7.1 Enabling Mailbox Folder Structure Retrieval

1. Select **Configuration** tab and click **Folder Structure Retrieval**.

2. Select **Change Settings**.


Mailbox Folder Structure Retrieval Wizard
Welcome to the Folder Structure Retrieval Wizard
Replicates the mailbox folder structure and organizes the emails in the same way as in the user's mailboxes.
Folder Structure Retrieval Settings
Enable folder structure retrieval
Create or specify user credentials with access to all mailboxes:
Use an existing user account
Connect Using:
Exchange Web Services (EWS)
Login:
mydomain\username
Password:
Create a new user account
Message Application Programing Interface (MAPI) can only be used for Microsoft Exchange 2003 or 2007.
Exchange Web Services (EWS) can only be used for Exchange 2007 SP1 onwards.
Tell me more...
Next
Cancel

Screenshot 66: Enable folder structure retrieval

3. Select **Enable Folder Structure Retrieval**.

4. Select whether to automatically create a new user account or whether to use an existing user account. This user account will be used to access the mailboxes for which to replicate the folder structure.

The table below shows a list of available options.

Table 63: Folder Structure Retrieval Options

OPTION	DESCRIPTION
Create a new user account	Instructs GFI MailArchiver to create a new user account using the provided details in the Connect using, Login, and Password fields.
Use an existing user account	Instructs GFI MailArchiver to use an existing user account that was previously created.
Connect using	Defines the connection method used to connect to the Microsoft® Exchange Server to access the mailbox structure to retrieve. Available options: » **Exchange Web Services (EWS)** - Recommended for Microsoft® Exchange Server 2007 SP1 or 2010 mail servers. » **Traditional Message Application Programming Interface (MAPI)** - Recommended for **NON** Microsoft® Exchange Server 2007 SP1 or 2010 mail servers.

OPTION	DESCRIPTION
Login	Enter the Login name that will be used for the new account to create or for the previously created account.
Password	Defines the Password used for the new account or for the previously created account.

Click **Next** to continue setup. If in the previous screen you have selected **Create a new user account**, you will be asked to provide the user credentials of the domain administrator account with the rights to create the account.

5. Click **Finish** to finalize setup.

6. Click **Save** to save Folder Structure Retrieval settings.

7.7.2 Disabling Mailbox Folder Structure Retrieval

1. Select **Configuration** tab and click **Folder Structure Retrieval**.

2. Click **Disable Folder Structure Retrieval**.

> **IMPORTANT**
>
> Disabling Folder Structure Retrieval does not delete or disable the user account previously created for this feature.

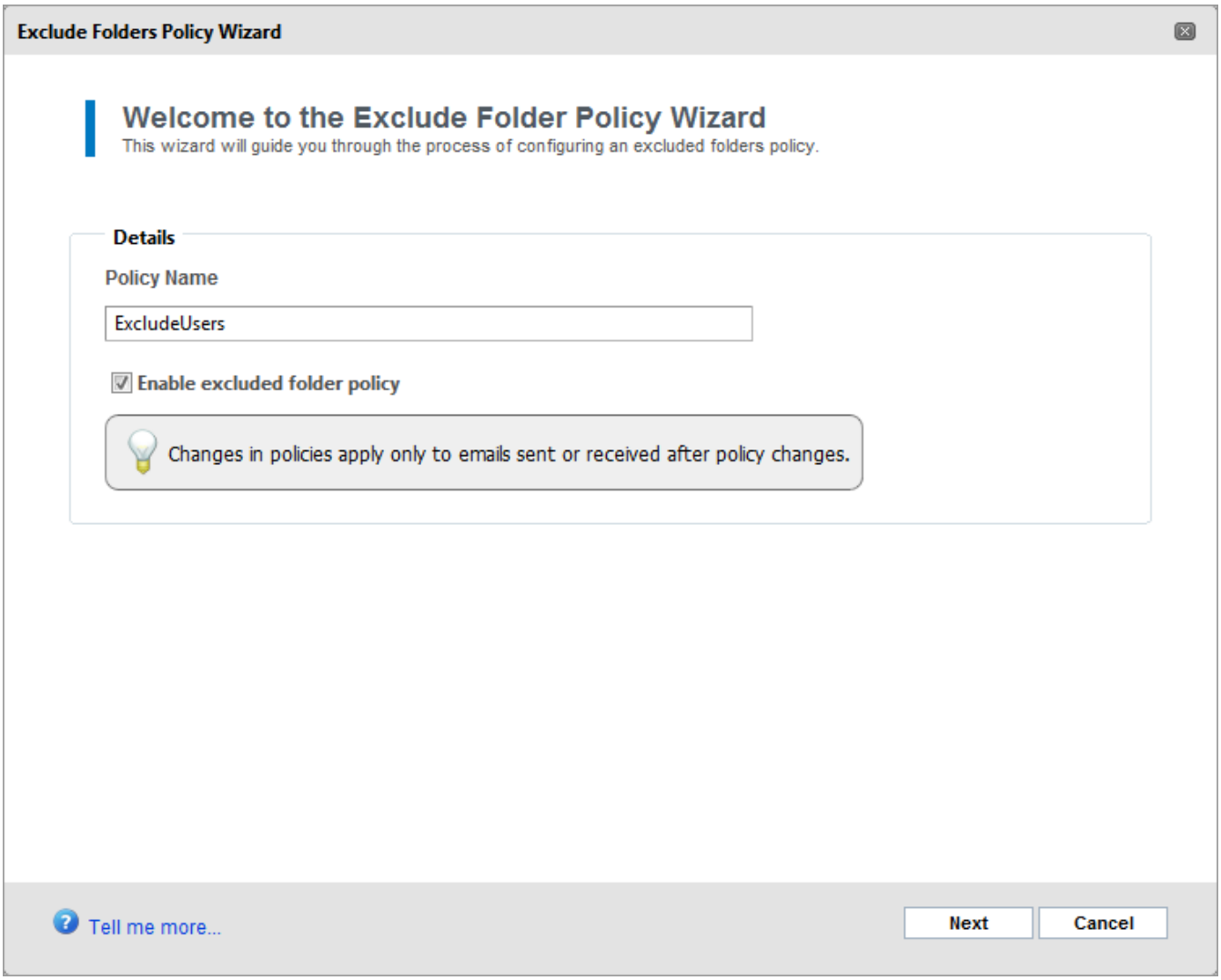
7.7.3 Excluding Folders From Folder Structure Retrieval

If there are any folders that you wish to exclude from being retrieved, configure an Excluded Folders policy.

1. Select **Configuration** tab and click **Folder Structure Retrieval**.

2. Click

.

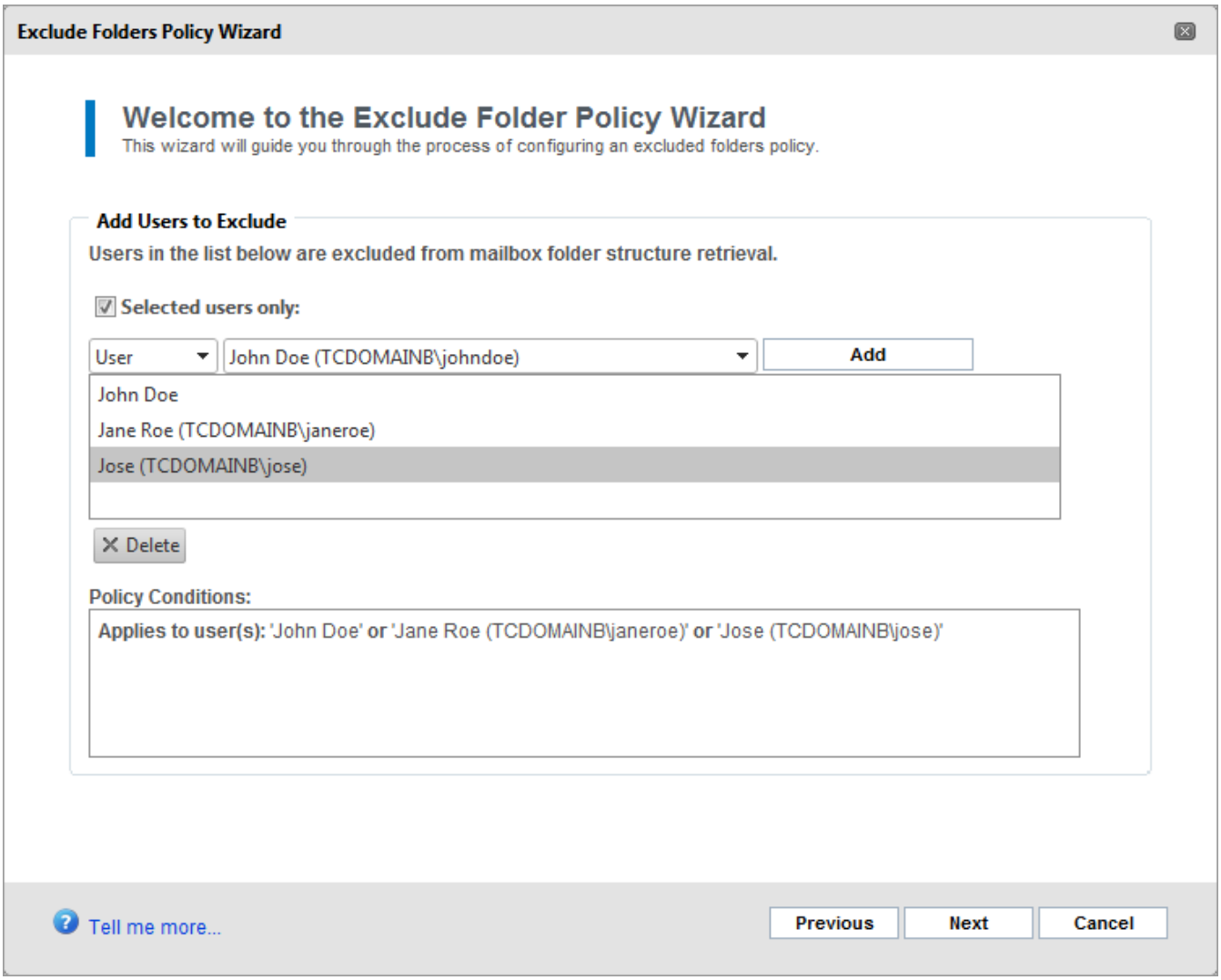

Exclude Folders Policy Wizard
Welcome to the Exclude Folder Policy Wizard
This wizard will guide you through the process of configuring an excluded folders policy.
Details
Policy Name
ExcludeUsers
Enable excluded folder policy
Changes in policies apply only to emails sent or received after policy changes.
Tell me more...
Next
Cancel

Screenshot 67: Add exclude policy

3. Key in a policy name for the Exclude Folders Policy and select the **Enable excluded folder policy** checkbox to apply the policy immediately. Click **Next** to continue.

4. Key in the name of the folder to exclude and click **Add**. Click **Next** to continue.

> **NOTE**
>
> To exclude users from Folder Structure Retrieval, specify * as the folder name. The * is a special keyword that represents all folders. For more information refer to SkyNet article at the following link: http://go.gfi.com/?pageid=MAR_ExcludeFolders.


Exclude Folders Policy Wizard
Welcome to the Exclude Folder Policy Wizard
This wizard will guide you through the process of configuring an excluded folders policy.
Add Users to Exclude
Users in the list below are excluded from mailbox folder structure retrieval.
Selected users only:
User
John Doe (TCDOMAINB\johndoe)
Add
John Doe
Jane Roe (TCDOMAINB\janeroe)
Jose (TCDOMAINB\jose)
Delete
Policy Conditions:
Applies to user(s): 'John Doe' or 'Jane Roe (TCDOMAINB\janeroe)' or 'Jose (TCDOMAINB\jose)'
Tell me more...
Previous
Next
Cancel

Screenshot 68: Select users to exclude

5. To exclude the folders specified in the previous screen for specific users, select **Selected users only:**.

6. From the drop down list, select **User** or **Email** and key in the relative email address or user name. Click **Add** and repeat to add other users.

> **NOTE**
>
> If **Selected users only:** is not enabled, the folders specified in the previous screen are excluded for all users.

7. Click **Finish** to finalize setup.

7.7.4 Removing Excluded Folders Policies

1. Select **Configuration** tab and click **Folder Structure Retrieval**.

2. Select the Excluded Folder policy to remove and click Remove.

7.8 Managing Archive Stores

Within GFI MailArchiver, Archive Stores are the containers that contain the archived emails. Archive Stores include several components, such as:

- A database where email metadata is stored
- A database where both email metadata and email data is stored
- A disk location used as an email index
- A disk location used as storage for email data.

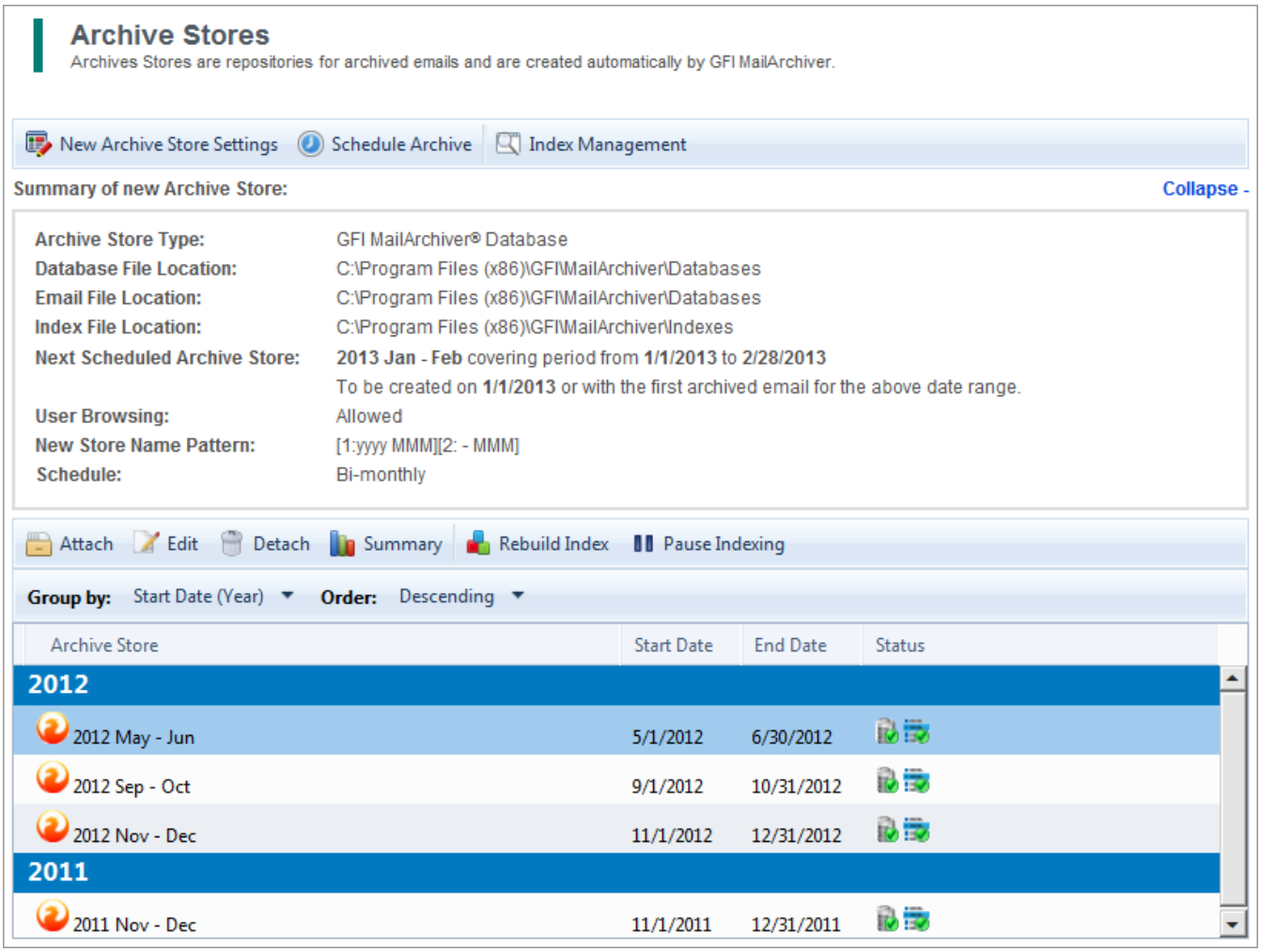
Archive Stores are created automatically by GFI MailArchiver, based on an Archive Store Profile that defines their name, database type and file locations.

IMPORTANT

If **New Archive Store Settings** are not configured, emails are not archived. For more information, refer to Configuring New Archive Store Settings (page 117).

7.8.1 Viewing Configured Archive Stores

To view configured Archive Stores, select **Configuration** tab and from **Archive** area, click **Archive Stores**.


Archive Stores
Archives Stores are repositories for archived emails and are created automatically by GFI MailArchiver.
New Archive Store Settings
Schedule Archive
Index Management
Summary of new Archive Store:
Collapse -
Archive Store Type: GFI MailArchiver® Database
Database File Location: C:\Program Files (x86)\GFI\MailArchiver\Databases
Email File Location: C:\Program Files (x86)\GFI\MailArchiver\Databases
Index File Location: C:\Program Files (x86)\GFI\MailArchiver\Indexes
Next Scheduled Archive Store: 2013 Jan - Feb covering period from 1/1/2013 to 2/28/2013
To be created on 1/1/2013 or with the first archived email for the above date range.
User Browsing: Allowed
New Store Name Pattern: [1:yyyy MMM][2: - MMM]
Schedule: Bi-monthly
Attach
Edit
Detach
Summary
Rebuild Index
Pause Indexing
Group by: Start Date (Year)
Order: Descending
Archive Store
Start Date
End Date
Status
2012
2012 May - Jun 5/1/2012 6/30/2012
2012 Sep - Oct 9/1/2012 10/31/2012
2012 Nov - Dec 11/1/2012 12/31/2012
2011
2011 Nov - Dec 11/1/2011 12/31/2011

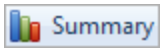
Screenshot 69: Viewing Archive Stores

Configured Archive Stores are grouped by year and listed in tables with the most recent on top.

The table below shows the available Archive Store fields:

Table 64: Archive Store table

OPTION	DESCRIPTION
Archive Store	Defines the name given to the Archive Store previously configured.
Start Date	The start date indicates the first day of the period for emails contained within the archive store. Emails that fall outside this range are archived in another Archive Store.
End Date	The end date is the last day of the period for emails contained within the archive store. Emails that fall outside this range are archived in another Archive Store.
Status	Defines the status of the Archive Store in question.

Select an Archive Store from any Archive Stores list and click 

to view more information about that Archive Store's settings and statistics.

7.8.2 Configuring New Archive Store Settings

The New Archive Store Settings enable GFI MailArchiver to use a set of previously keyed in settings to create new archive stores automatically. To view a summary of the current New Archive Store settings:

1. Select **Configuration** tab.

2. Click **Archive Stores**.

3. Click ▼ next to **Summary of Archive Store Settings**.

> **NOTE**
>
> After installing GFI MailArchiver, you will be prompted by the post installation wizard to configure New Archive Store Settings. For more information, refer to Configure Archive Store Settings (page 32).

To edit New Archive Store Settings:

1. Select **Configuration** tab, then click **Archive Stores**.

2. Click

.

3. Follow the on-screen instructions to edit the existing **New Archive Store Settings**. For more information, refer to Editing Existing Archive Store Details (page 119).

7.8.3 Choosing and Preparing a Database for Use With GFI MailArchiver

As an archiving solution, GFI MailArchiver is highly dependent on your database infrastructure setup for high performance in terms of data archival and retrieval.

GFI MailArchiver can be configured to run in various hardware setups and combinations. The table below shows the typical recommended configurations. These guidelines and configurations may vary according to user activity, daily email flow and the software configurations (such as Folder Structure Retrieval).

Table 65: Database type recommendations

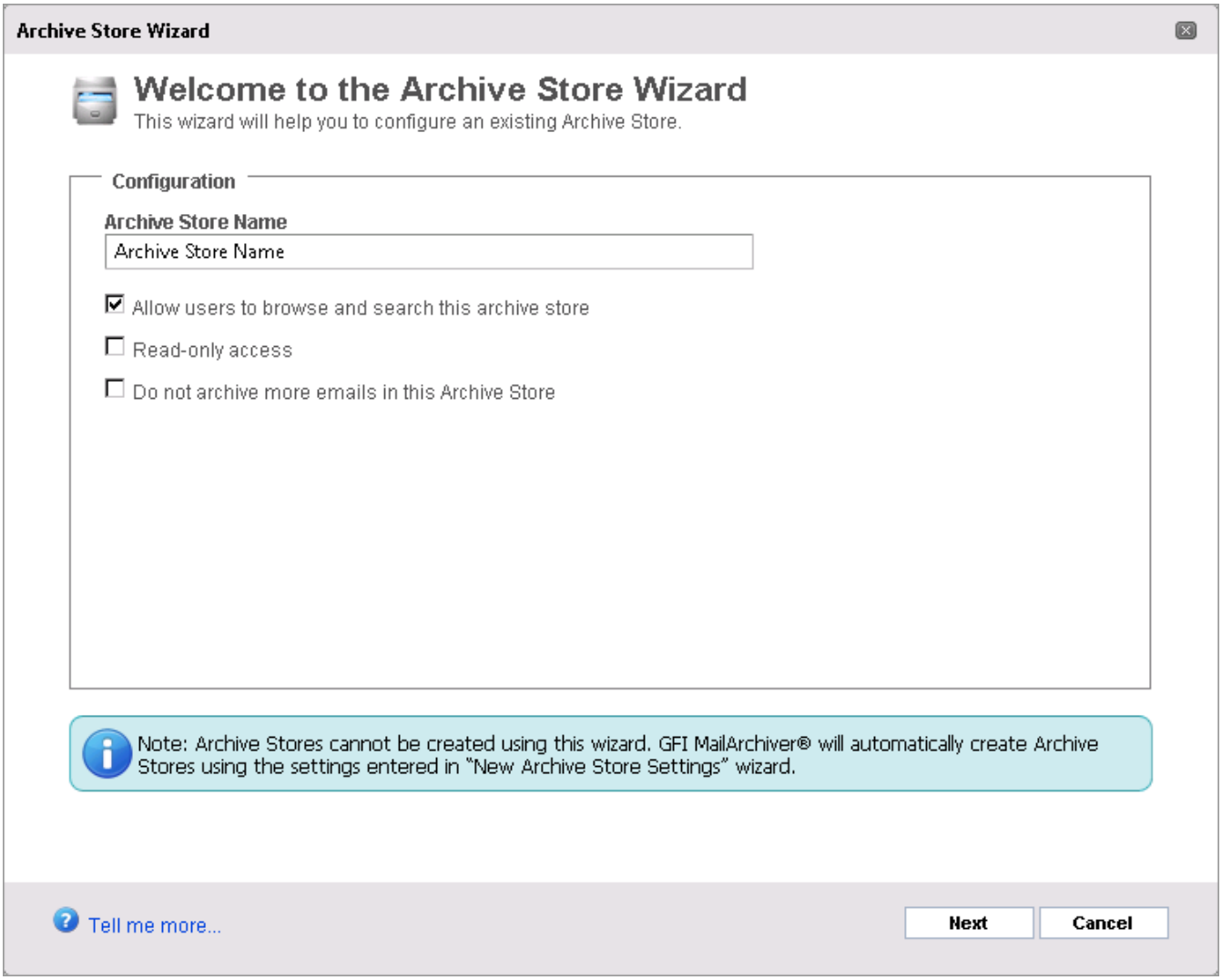
MAILBOXES/VOLUME	RECOMMENDED DATABASE TYPE	DESCRIPTION
50 mailboxes or less Evaluation ONLY	GFI MailArchiver database	Uses a Firebird-based database to archive all email data.
100 mailboxes or less Average mail flow of up to 6000 emails/day	SQL Server® Express with File Storage	Uses a SQL Server® Express database to store email headers and metadata and a disk location you specify to store email data.
50 mailboxes or more Average mail flow of more than 8000/day	Microsoft® SQL Server	Uses a SQL Server® database to store both email headers/metadata as well as email data.
More than 500 mailboxes Average mail flow of more than 8000/day	Microsoft® SQL Server with File Storage	Uses a SQL Server® database to store email headers and metadata and a disk location you specify for the email data.

7.8.4 Attaching an Archive Store

GFI MailArchiver Archive Stores can be detached and attached again, for example when moving GFI MailArchiver to a new server. For information on how to detach an Archive Store, refer to Detaching an Existing Archive Store in this chapter.

1. From **Configuration** tab, click **Archive Stores**.

2. Click **Attach Archive**.


Archive Store Wizard
Welcome to the Archive Store Wizard
This wizard will help you to configure an existing Archive Store.
Configuration
Archive Store Name
Archive Store Name
Allow users to browse and search this archive store
Read-only access
Do not archive more emails in this Archive Store
Note: Archive Stores cannot be created using this wizard. GFI MailArchiver® will automatically create Archive Stores using the settings entered in "New Archive Store Settings" wizard.
Tell me more...
Next
Cancel

Screenshot 70: Attaching an Archive Store

3. In the **Configuration** screen, perform one of the following:

Table 66: Editing Archive Store settings

OPTION	DESCRIPTION
Archive Store Name	Move cursor in this field and type to edit the current name.
Allow users to browse and search the archive store	Select to enable users to search within this particular Archive Store.
Read-only access	Enable this option to stop emails from being deleted from the selected Archive Store (when Email Deletion is enabled). While emails can be viewed, new emails are not archived. Additionally, users are also prevented from adding labels to archived emails.
Do not archive more emails in this Archive Store	When enabled, no further emails are archived in the selected Archive Store and it is marked as 'Full'. If Email Deletion is enabled, users are able to remove emails from this Archive Store. Additionally, users are able to add labels to archived emails. A new archive store will be created when new emails need to be archived to that particular date range.

4. Click **Next**.

5. Select the database type where you want to store archived emails and click **Next**.

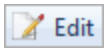
6. Specify the **Database File Location**, **Email File Location** and **Search Index Location** and click **Next**.

7. Review the Archive Store Summary and click **Next**.

8. Click **Finish**.

7.8.5 Editing Existing Archive Store Details

1. Select **Configuration** tab, and click **Archive Stores**.

2. Select an existing Archive Store and click 

.

3. In the **Configuration** screen, perform one of the following:

Table 67: Editing Archive Store settings

OPTION	DESCRIPTION
Archive Store Name	Move cursor in this field and type to edit the current name.
Allow users to browse and search the archive store	Select to enable users to search within this particular Archive Store.
Read-only access	Enable this option to stop emails from being deleted from the selected Archive Store (when Email Deletion is enabled). While emails can be viewed, new emails are not archived. Additionally, users are also prevented from adding labels to archived emails.
Do not archive more emails in this Archive Store	When enabled, no further emails are archived in the selected Archive Store and it is marked as 'Full'. If Email Deletion is enabled, users are able to remove emails from this Archive Store. Additionally, users are able to add labels to archived emails. A new archive store will be created when new emails need to be archived to that particular date range.

4. Click **Finish** to save changes and exit the wizard or **Next** to edit additional details related to the existing **Archive Store**.

7.8.6 Detaching an Existing Archive Store

1. Select **Configuration** tab and **Archive Stores**.

2. Select an existing Archive Store and click **Detach**.

IMPORTANT

Detaching an Archive Store does not delete any Archived Email data.

3. When prompted, click **OK**.

7.8.7 Indexing

The Search Index feature within GFI MailArchiver automatically indexes new email content archived in the corresponding archive store. This constantly updated search enables users to perform precise and fast searches.

This section will show you how to configure the frequency with which GFI MailArchiver shall index new archived emails into the search indexes. You will also learn how to force a full search index rebuild, in cases where you might suspect that the search index is no longer valid.

Important Notes

1. Search indexes must always reside on a local hard drive. Indexing will not be available if the index path is specified via a UNC path.

2. For best performance, locate the search index on a separate physical drive than where:

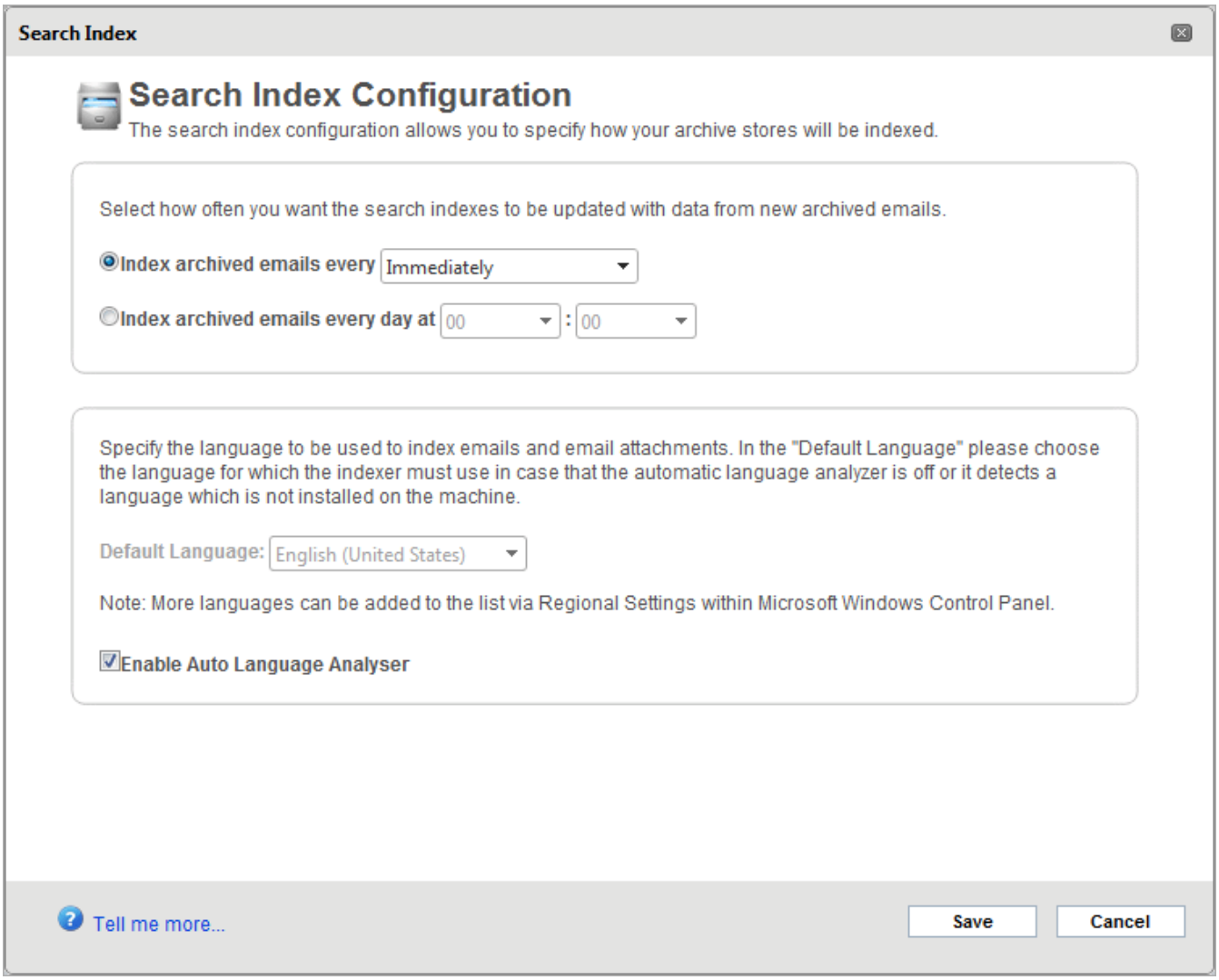
- Microsoft® Exchange Server is installed
- GFI MailArchiver is installed
- SQL Server®/Firebird database is located.

3. Indexes are used only for searches. Users are always able to view the new archived emails through the browse feature notwithstanding the fact whether emails are indexed or not.

Configuring Indexing Frequency

1. Select **Configuration** tab and click **Archive Stores**.

2. Select **Index Management**.


Search Index
Search Index Configuration
The search index configuration allows you to specify how your archive stores will be indexed.
Select how often you want the search indexes to be updated with data from new archived emails.
Index archived emails every
Immediately
Index archived emails every day at
00
:
00
Specify the language to be used to index emails and email attachments. In the "Default Language" please choose the language for which the indexer must use in case that the automatic language analyzer is off or it detects a language which is not installed on the machine.
Default Language:
English (United States)
Note: More languages can be added to the list via Regional Settings within Microsoft Windows Control Panel.
Enable Auto Language Analyser
Tell me more...
Save
Cancel

Screenshot 71: Search Index Management

3. From **Indexing Schedule** select any of the following options:

Table 68: Indexing Schedule options

OPTION	DESCRIPTION
Index new archived emails every	Search index are updated with the latest archived emails at a fixed interval, For example every half an hour, every hour, every two hours. This index schedule is recommended since it strikes the right balance between update frequency and performance hit. **NOTE** Choosing **Immediately** causes new email content to be indexed as soon as it is stored in an archive store. This guarantees the most up-to-date search index; users will be able to search for and find the latest archived emails. **NOTE** Choosing this option can degrade performance due to the updating frequency - depending on the amount of emails archived.
Index new archived emails every day at	Email content is updated on a daily basis at a preset time. This option enables you to schedule indexing during off peak hours. Search for emails that archived during the last 24 hours will not be possible due to emails that are not yet indexed.

4. Click **Save**.

Rebuilding a Search Index

Rebuilding a search index enables you to rebuild indexes that you think are no longer returning the correct search results or became somehow corrupted.

Important Notes

- Rebuilding a search index might take several hours, depending on the amount of emails stored in the respective archive store.
- During an index rebuild, users will not be able to find emails in that archive store through the search feature.
- Rebuilding a search index impacts performance on the server, since this is a processor and hard disk intensive operation. It is recommended that this procedure is undertaken during off peak hours, for example after office hours.
- Always rebuild one index at a time for the reasons listed above.

Rebuilding a Search Index

1. Select **Configuration** tab and click **Archive Stores**.
2. Select the Archive Store for which to rebuild the index and click **Rebuild Index**.

Pausing and Resuming Indexing

Indexing can be paused and restarted through the

and

. This enables you to pause lengthy indexing operations during peak hours and continue at a time of low activity, for example, after office hours.

> **NOTE**
>
> Pausing an index during a merge stops users from finding emails in that archive store through the search feature. Pausing a rebuild does enable users to use the archive store.

Search Index States

The different states of a GFI MailArchiver search indexes:

Table 69: Search index states

STATE	DESCRIPTION
	Initializing - this is the status when the search index is being created. An index is not expected to stay in this state for more than 10 minutes.
	Invalid - this indicates that the search index is most likely to be corrupt.
	Merging - GFI MailArchiver maintains sub-indexes which are smaller versions of the main index. These are used to increase the performance of the search index. Sub-indexes for an archive store are merged to the main search index when a number of sub-indexes are created or automatically at 2:00am.
	Paused - the process is manually paused from the GFI MailArchiver Configuration. The index will remain in this state until the **Resume Index** button is clicked.
	Online - the search index is online.
	Pending - this state shows that the search index will start rebuilding shortly.

STATE	DESCRIPTION
	Rebuilding - this indicates that the indexer is indexing a database. The duration of rebuilding an index depends on the size of the database being indexed.

Configuring the Language Analyzer

Word Breaking is the breaking down of text into individual text tokens or words. Many languages, especially those with Roman alphabets, have an array of word separators (such as white space) and punctuation used to distinguish words, phrases, and sentences. Word breakers must rely on accurate language heuristics to provide reliable and accurate results.

Word breaking is more complex for character-based systems of writing or script-based alphabets, where the meaning of individual characters is determined from context.

A "Word Breaker" is vital for the proper indexing of the most of the Asian languages (For example Japanese, Chinese, and Arabic) and other languages

The GFI MailArchiver language analyzer is enabled by default. It is highly recommended that for optimal indexing performance this is not disabled.

Setting Up the Language Analyzer

1. Select **Configuration** tab and click **Archive Stores**.
2. Select **Index Management**.
3. Select/Unselect **Enable Auto Language Analyzer** to enable/disable Language Analyzer.
4. Select a default language from the **Default Language** drop down list.

NOTE

If the required language is not listed in the **Default Language** drop down list, add the required language from the Regional settings option within the Windows® control panel.

7.8.8 Scheduling Archive Stores

The Archive Store Schedule enables you to set the frequency with which GFI MailArchiver automatically starts archiving emails to a new Archive Store.

IMPORTANT

Changing these settings can affect performance. We recommend configuring your Archive Stores to roll-over on a Bi-Monthly schedule. This way, databases should stay at a more manageable size, which is beneficial if there is a need to move the database or rebuilding its search index. A Bi-Monthly archive store should also have some performance gains when searching. For example, to search for an email dated February 2012, GFI MailArchiver searches a small Bi-Monthly database instead of a large yearly database, hence providing faster retrieval.

GFI MailArchiver changes the Archive Store based on a specifically configured time schedule. This feature is available for all types of databases used with Archive Stores. The available options are:

- **Monthly**
- **Bi-Monthly (default)**

- **Quarterly**
- **Half yearly**
- **Yearly**

> **NOTE**
>
> If an Archive Store exceeds the maximum database size, GFI MailArchiver automatically creates a new Archive Store based on the configured **New Archive Store Settings**. This feature is only available for Archive Stores based on SQL Server® Express databases.

To change the Archive Store Schedule:

1. From **Configuration** tab, click **Archive Stores**.
2. Select **Schedule Archive**.
3. Select one of the available options and click **Save**.

7.8.9 Backup Archive Stores

It is highly recommended to include the GFI MailArchiver Archive Stores in routine server backup procedures.

7.8.10 Online Backup

Online backup is done using a backup application which backups Archive Stores without the need to stop the GFI MailArchiver services. For more information refer to

http://go.gfi.com/?pageid=MAR_BackupArchiveStores.

7.8.11 Offline Backup

Offline backup can be done in environments where online backup is not possible. The GFI MailArchiver services must be temporarily stopped while backing up Archive Stores.

The following is a list of offline backups:

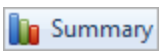
- Backup an Archive Store Based on Microsoft SQL Server
- Backup an Archive Store Based on Microsoft SQL Server and File System
- Backup an Archive Store Based on GFI MailArchiver (Firebird) Database and File System

Backup an Archive Store Based on SQL Server®

In this type of Archive Store, the following information is stored:

- Archived email metadata - Stored in the SQL Server® database.
- Compressed email binary source - Stored in the SQL Server® database.
- Search index entries - Stored on disk.

To backup an Archive Store:

1. From GFI MailArchiver, go to **Configuration > Archive Stores** and click 

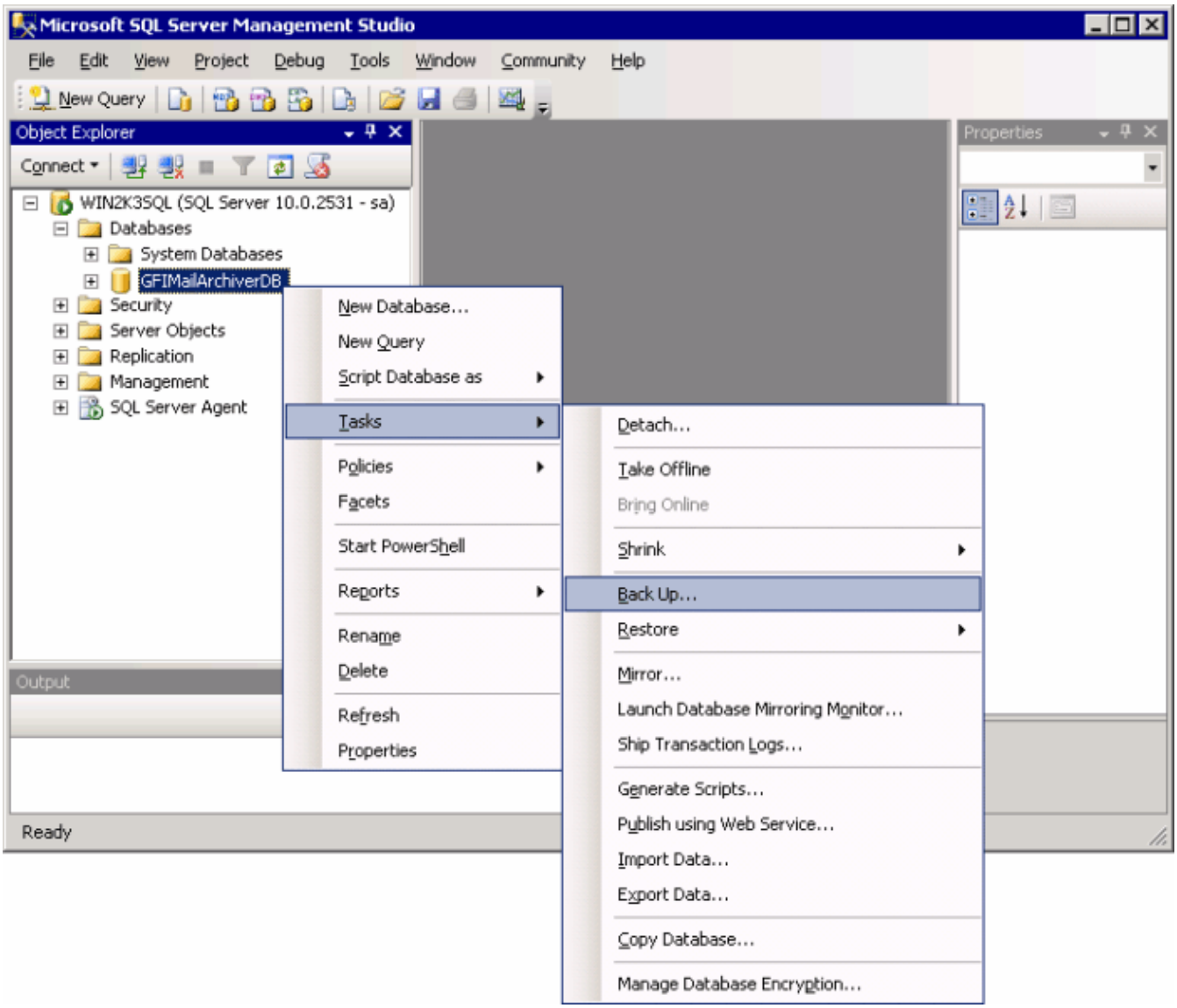
2. Take note of the following information for quick reference:
   - Server
   - Database

» Path to search index

3. Launch the Services management console from **Start > Run** and type '`services.msc`'.

4. Stop all GFI MailArchiver services.

5. Using the search index path determined in step 2, backup the Archive Stores' search indexes, either by manually copying and pasting the search index folder or using a backup utility.



Screenshot 72: Backup an SQL database

6. From the SQL Server®, launch the Microsoft® SQL Server Manager and backup the archive database noted in step 2. To backup a database, right-click on the database and select **Tasks > Back up…**.

> **NOTE**
>
> A maintenance plan can be created in SQL Server® to schedule periodic backups of the archive database.

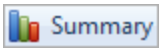
7. Return to the GFI MailArchiver server and from the Services management console, restart all GFI MailArchiver services.

Backup Archive Store Based on Microsoft® SQL Server and File System

In this type of Archive Store, the following information is stored:

- Archived email metadata - Stored on the Microsoft® SQL Server database.
- Compressed email binary source - Stored on disk.
- Search index entries - Stored on disk.

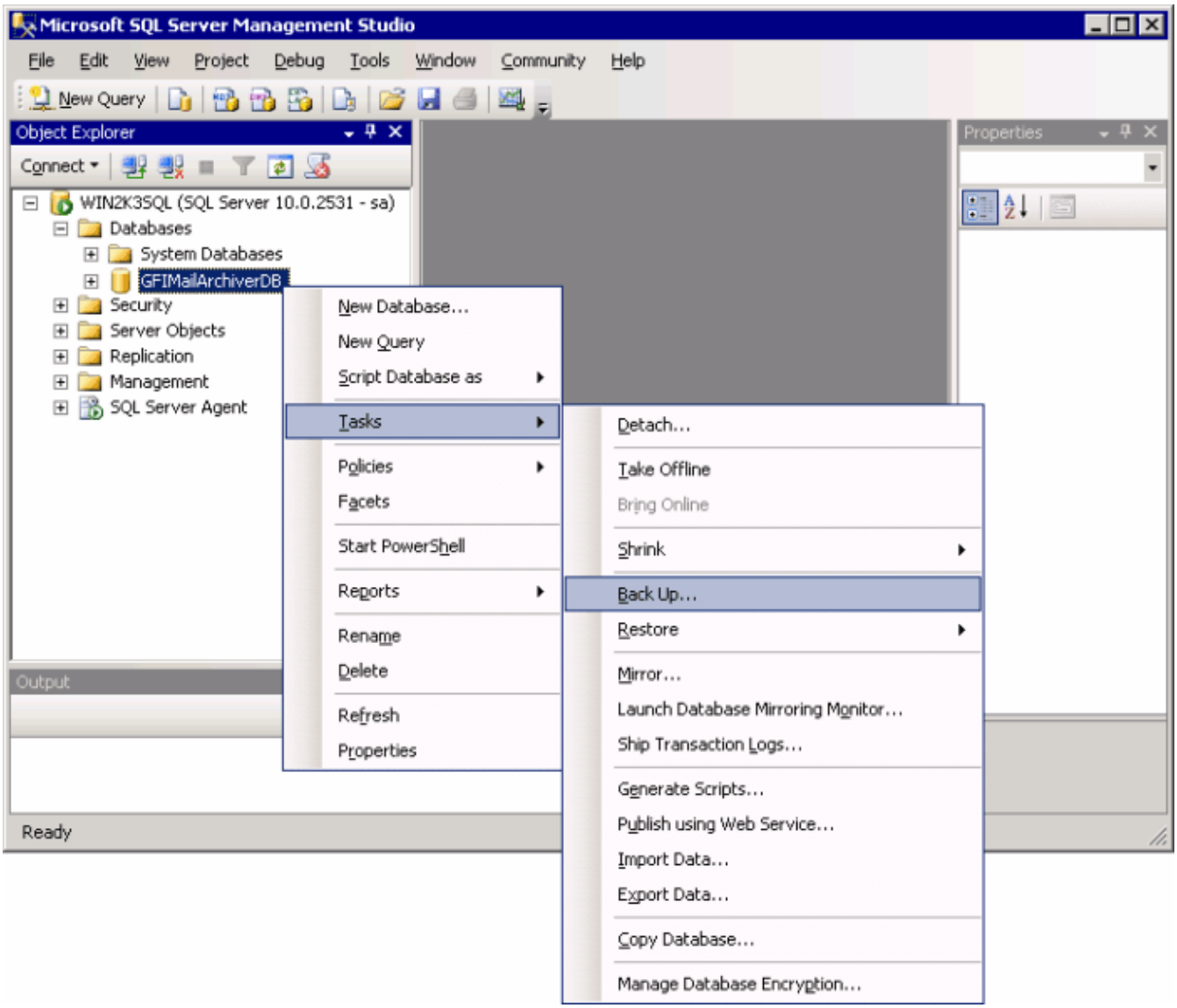
To backup an Archive Store:

1. From GFI MailArchiver, go to **Configuration > Archive Stores** and click 

2. Take note of the following information for quick reference:
   - Server
   - Database
   - Path to email binary source
   - Path to search index

> **NOTE**
>
> Move pointer over the path to view the full path.

3. Launch the Services management console from **Start > Run** and type '`services.msc`'.
4. Stop all GFI MailArchiver services.
5. Using the paths determined in step 2, backup the Archive Stores' email binary source and search index, either by manually copying and pasting the folders or using a backup utility.



Screenshot 73: Backup an SQL database

6. From the Microsoft® SQL Server, launch the Microsoft® SQL Server Manager and backup the archive database noted in step 2. To backup a database, right-click on the database and select **Tasks > Back up….**

> **NOTE**
>
> A maintenance plan can be created in Microsoft® SQL Server to schedule periodic backups of the archive database.

7. Return to the GFI MailArchiver server and from the Services management console, restart all GFI MailArchiver services.

Backup Archive Store Based GFI MailArchiver (Firebird) Database And File System

In this type of Archive Store, the following information is stored:

- Archived email metadata - Stored on disk.
- Compressed email binary source - Stored on disk.

- Search index entries - Stored on disk.

To backup an Archive Store:

1. From GFI MailArchiver, navigate to **Configuration > Archive Stores** and click Summary.
2. Store the following paths for quick reference:
   - Path to Firebird database
   - Path to email binary source
   - Path to search index

> **NOTE**
>
> Move pointer over the path to view the full path.

3. Launch the Services management console from **Start > Run** and type '`services.msc`'.
4. Stop all GFI MailArchiver services.
5. Using the paths determined in step 2, backup the Archive Stores' database file, binary files and search indexes, either by manually copying and pasting the files in a backup location or using a backup utility.
6. From the Services management console, restart all GFI MailArchiver services.

Restoring an Archive Store Which is Added in GFI MailArchiver

1. From GFI MailArchiver, navigate to **Configuration > Archive Stores** and click Summary
2. From the Archive Store Statistics dialog, note the following properties for quick reference:

Table 70: Archive Store properties

TYPE OF ARCHIVE STORE	ARCHIVE STORE PROPERTIES
Microsoft® SQL Server	» Server » Database » Path to search index
Microsoft® SQL Server and file system	» Server » Database » Path to email binary source » Path to search index
Firebird Database	» Path to Firebird database » Path to email binary source » Path to search index

3. Launch the Services management console from **Start > Run** and type '`services.msc`'.
4. Stop all GFI MailArchiver services.
5. Refer to the location of files noted in step 2 to override the Archive Store files with the restored backup files as follows:

- Firebird database - replace the Firebird database on disk with the backed up Firebird database
- SQL database - from the Microsoft® SQL Manager right-click the backed up database and select Tasks > Restore.
- Email binary source - replace the binary folder on disk with the backed up binary folder
- Search index folder - replace the Search index folder on disk with the backed up Search index folder.

6. From the Services management console, restart all GFI MailArchiver services.

Restoring an Archive Store Which is not Added in GFI MailArchiver

1. Depending on the type of Archive Store to restore, restore the applicable backed up data as follows:

- Firebird database - restore the Firebird database on disk
- SQL database - from the Microsoft SQL Manager right-click the backed up database and select **Tasks > Restore**.
- Email binary source - restore the binary folder on disk
- Search index folder - restore the search index folder on disk

Take note of the paths where all data has been restored.

2. Add the restored Archive Store in GFI MailArchiver ensuring that all paths configured during the wizard, for example search index path or SQL database, are the paths of the restored data.

7.8.12 Moving Emails From One Database to Another

GFI MailArchiver supports various types of Archive Stores. The software enables you to move emails from one database to another or to many other databases.

> **NOTE**
>
> This feature is only applicable when moving the original emails source stored on disk of a Firebird database or SQL Server® file system. Emails cannot be moved from a SQL Server® database when the source is stored on the SQL Server® database.

Examples:

- A Firebird database becomes very large in size and hence slow to load data, so the administrator decides to switch to a SQL Server® database.
- An SQL file system stored on disc, stores emails of one whole year. It is recommended to separate the emails to multiple databases, for example one database for each month.

Important Notes

1. It is highly recommended to backup the archive stores before moving emails. This process is described in the Backup Archive Stores chapter of this manual.

2. Moving emails between archive stores requires a high amount of computer processing resources and can reduce the performance of the GFI MailArchiver server substantially.

3. The folder structure of emails is lost when moving emails, however the emails can be resynchronized to retrieve the folder structure. The folder structure of emails deleted from the mailbox is permanently lost.

4. Ensure that the new database where emails are going to be moved to, is added in the GFI MailArchiver Archive Stores. This process is described in the Managing Archive Stores chapter of this manual.

5. Multiple databases can be created to cover different emails date ranges.

7.8.13 Upgrading the Database Schema

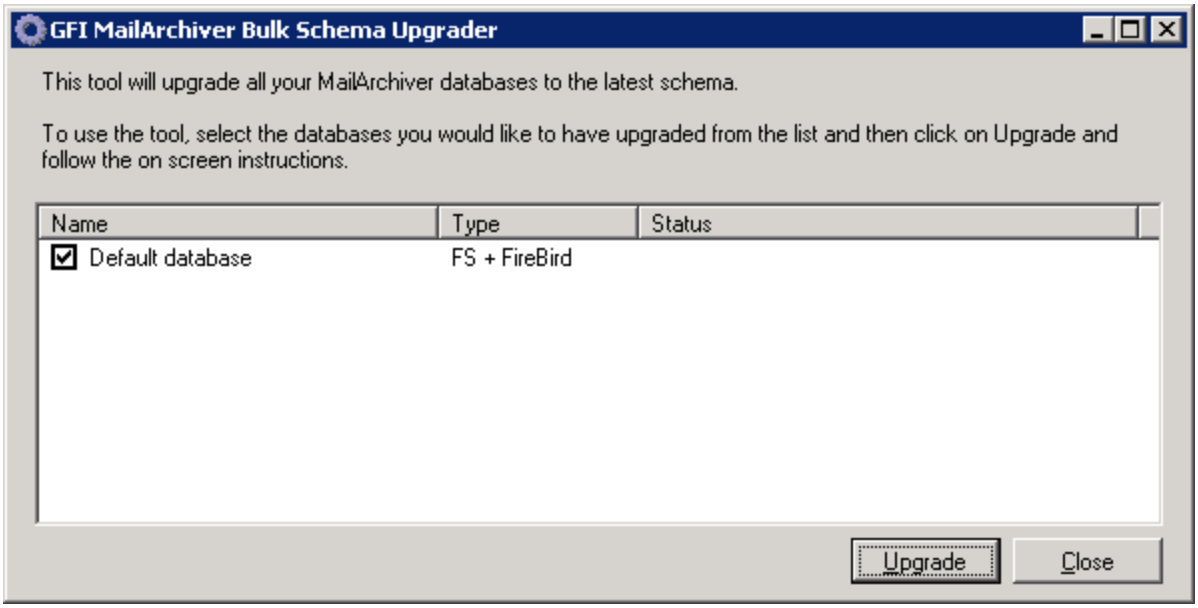
It is important that all Database Schemas are upgraded to the latest schema to ensure GFI MailArchiver works correctly. This process can be carried out either during the upgrade process (by the **Installation Wizard**) or at a later stage using the **Bulk Schema Upgrader**.

Use the **Bulk Schema Upgrader** to:

- Upgrade the GFI MailArchiver database schemas or
- Verify that you are using the latest database schema

To launch the **Bulk Schema Upgrader**:

1. From the GFI MailArchiver machine, go to the GFI MailArchiver installation folder, open **BulkSchemaUpgrader** folder and click **BulkSchemaUpgrader.exe**.


GFI MailArchiver Bulk Schema Upgrader
This tool will upgrade all your MailArchiver databases to the latest schema.
To use the tool, select the databases you would like to have upgraded from the list and then click on Upgrade and follow the on screen instructions.
Name
Type
Status
Default database
FS + FireBird
Upgrade
Close

Screenshot 74: The Bulk Schema Upgrader

2. Select the databases to upgrade and click **Upgrade**.

> **NOTE**
>
> When upgrading the database schema of an SQL database, enter the credentials of the System Administrator, SA user, or the database owner (dbo role) when prompted.

7.8.14 Attaching a GFI MailArchiver 3 Database

IMPORTANT

You can only attach GFI MailArchiver 3 databases based on SQL Server®. Microsoft® Access Databases are not supported.

IMPORTANT

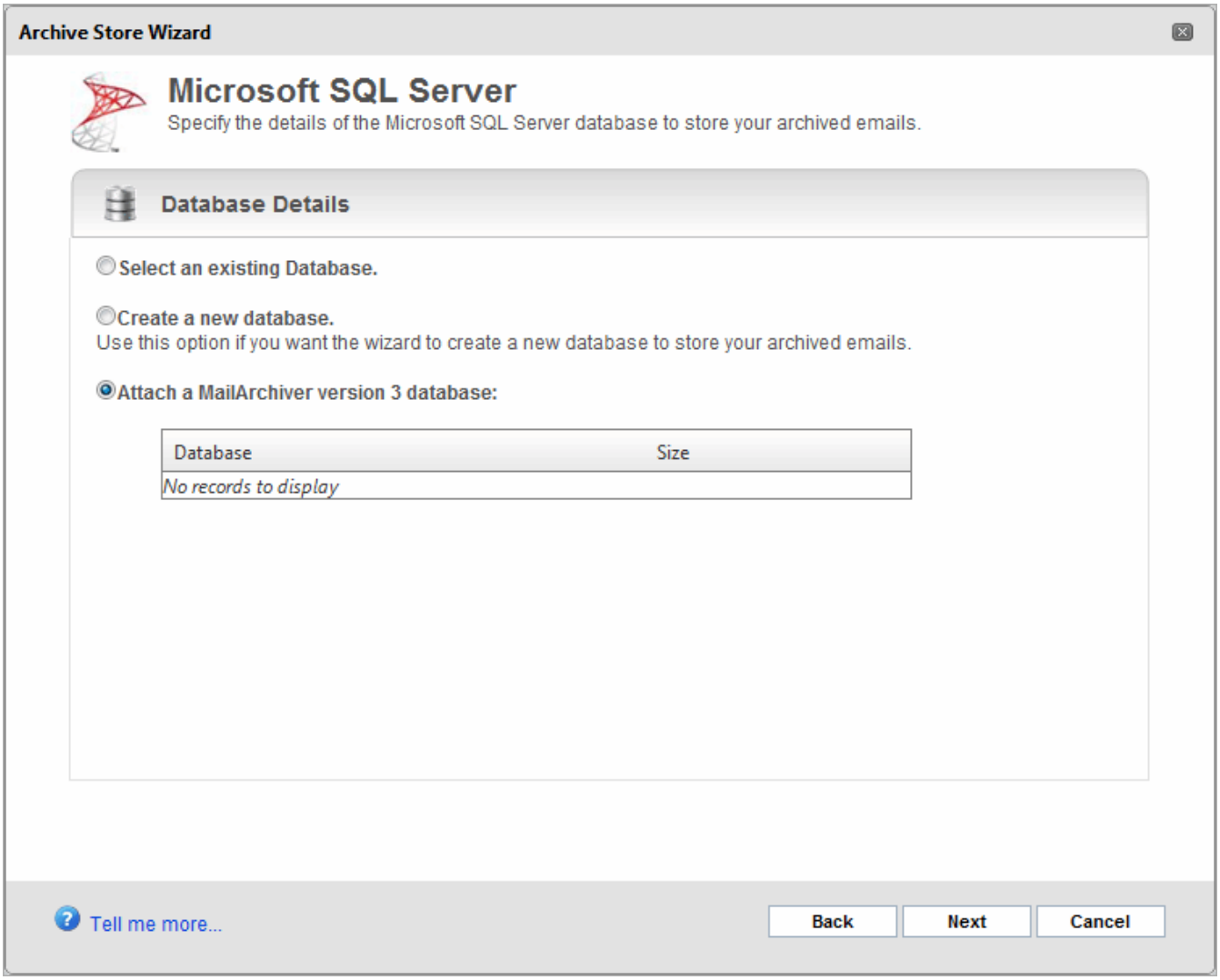
Attached GFI MailArchiver 3 databases are read-only and can only be used for browsing and searching.

1. Select **Configuration** tab and click **Archive Stores**. Click

.

2. Key in an Archive Store name, select whether to allow users to use the new Archive Store and the method used to create it. Select **Wizard** option and click **Next**.

3. Select **Microsoft SQL Server** option and click **Next**.


Archive Store Wizard
Microsoft SQL Server
Specify the details of the Microsoft SQL Server database to store your archived emails.
Database Details
Select an existing Database.
Create a new database.
Use this option if you want the wizard to create a new database to store your archived emails.
Attach a MailArchiver version 3 database:
Database
Size
No records to display
Tell me more...
Back
Next
Cancel

Screenshot 75: Attach a GFI MailArchiver 3 database

4. Select **Attach a GFI MailArchiver version 3 database** and select the database to attach.

5. Click **Next** to continue.

7.9 Email Access Control

By default, Active Directory® Users can browse and search only through their emails. Email Access Control enables you to configure users to belong in a group with access to other users' emails. The pre-configured groups are listed in the table below.

Table 71: Email Access Control groups

OPTION	DESCRIPTION
Full access group	Enables users in Active Directory® groups to browse and search through all the emails stored in all the archive stores. **NOTE** Since emails may contain confidential information it is highly recommended to select members of this groups with extreme care.
Group managers	Enables users that have a management or supervisory role in your organization to browse and search through the emails of all the users forming part of that Active Directory® group.
User access control	Enables specific users to browse and search the emails of other users. This feature enables, for example, to grant a user access to emails of another user which no longer forms part of your company, and which Active Directory® account was deleted.
Shared mailboxes	Enables a group to access archived emails in a specific mailbox. For example, enable all sales persons to have access to sales@mycompany.com.

7.9.1 Adding An Active Directory Group to the Full Access Group

Adding an Active Directory group of users to the GFI MailArchiver **Full Access Group** grants users within that group access to all emails archived within GFI MailArchiver and to MailInsights reports.

1. Select **Configuration** tab and click **Access Control** label.

2. Click **Configure Full Access Group**.

3. Select the Active Directory group to set as the Full Access group and click **Save**.

7.9.2 Adding Users to the Group Manager Archive Access

Adding a user to the Group Manager Archive Access grants users access to all emails archived within GFI MailArchiver for a particular Active Directory® group of users.

1. Select **Configuration** tab and click **Access Control**.

2. Click **Configure Group Managers**.

3. Select the user to add as a manager from the **Manager** field and the group to which full access will be granted and click **Add**. Repeat to add other users to other groups.

NOTE

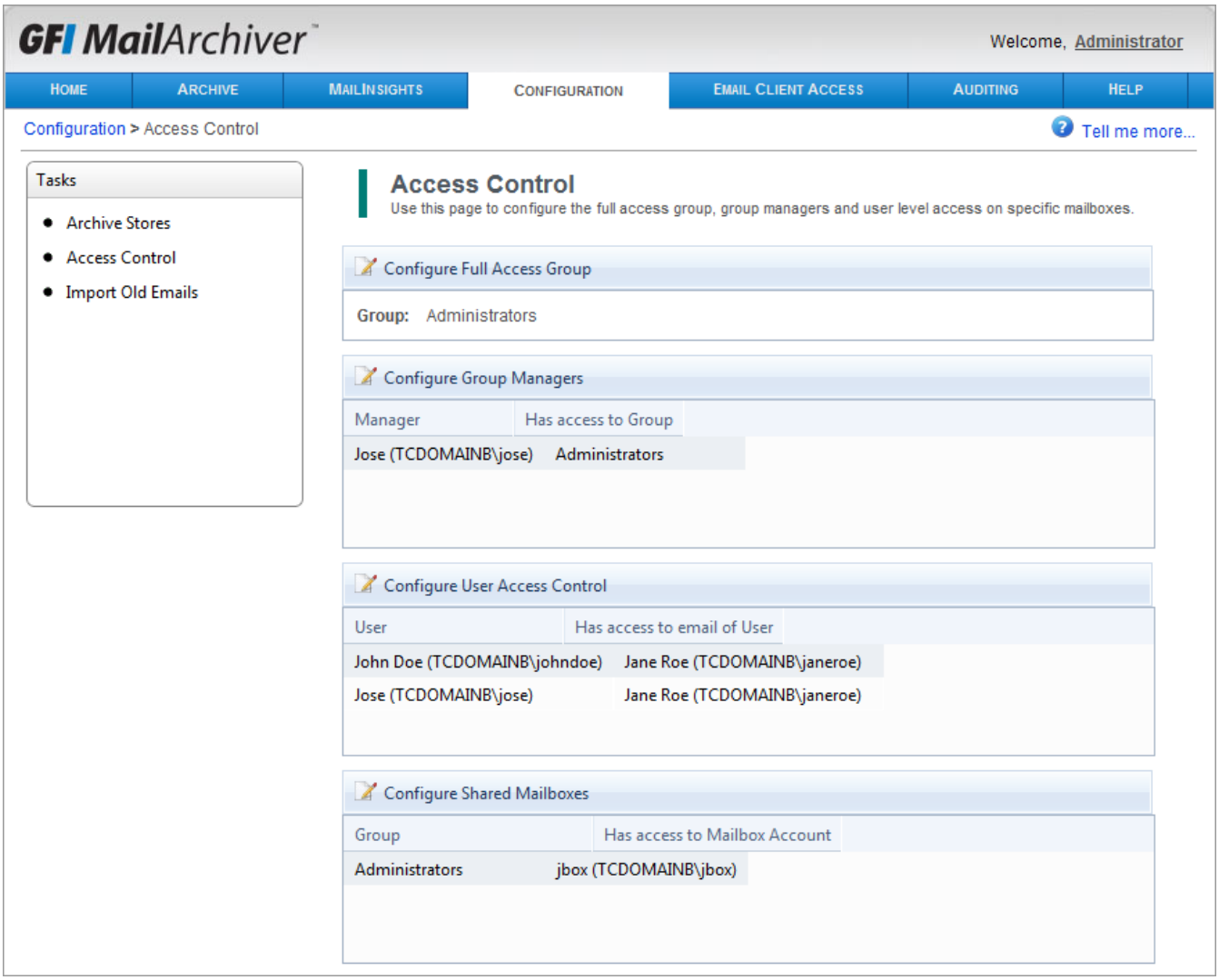
A user can be added to multiple groups by selecting the same user and a different Active Directory® group.

4. Click **Save** to finalize settings.

7.9.3 Define User Access Control

User Access Control enables you to grant specific users access to email archived for other users.

1. Select **Configuration** tab and click **Access Control**.



Screenshot 76: Configuring access control

2. Click **Configure User Access Control**.

3. Select the user to grant access to in the **User** field and the user to which mailbox access will be granted from the **Has access to User** field. Click **Add** and repeat to add other users to other groups.

> **NOTE**
>
> A user can be added to users by selecting the same user and a different user to grant access to archived emails.

4. Click **Save** to finalize settings.

7.9.4 Configuring Shared Mailboxes

Shared mailboxes are mailboxes that can be accessed by a whole set of users in a group.

1. Select **Configuration** tab and click **Access Control**.

2. Click **Configure Shared Mailboxes**.

3. Select the group to grant access to from the **Group** field and the mailbox to which access will be granted from the **Mailbox Account** field. Click **Add** and repeat to add other groups to different mailboxes.

NOTE

The same group can be added to different mailboxes by selecting the same user and a different mailbox to grant access to archived emails.

4. Click **Save** to finalize settings.

7.10 Configuring IMAP Server

Internet Message Access Protocol (IMAP) is an Internet protocol for e-mail retrieval. A number of e-mail clients and mail servers use IMAP to transfer e-mail messages from a server to a client.

The IMAP service is used to retrieve email identifiers and users' email folder structures from GFI MailArchiver Archive Stores. This data is stored within a Firebird database on the IMAP Server machine.

NOTE

The IMAP Server back-end Firebird database is stored in `Data\IMAPDB.FDB` and contains the folder structure of each user's mailbox. This database does NOT contain any message data (subject, headers, body content etc). Such information is retrieved directly from the GFI MailArchiver Store service when requested. This database is created by the IMAP service on startup (if not found) and the synchronization will start as soon as items are available from the archive stores. IMAP server will not return any items for the users until the data is synchronized.

When a client makes a request, the IMAP Server looks in the local database for the email identifiers and performs the following actions:

- **Folder names** - sends the data directly
- **Message details** - contacts the store service before returning the data.

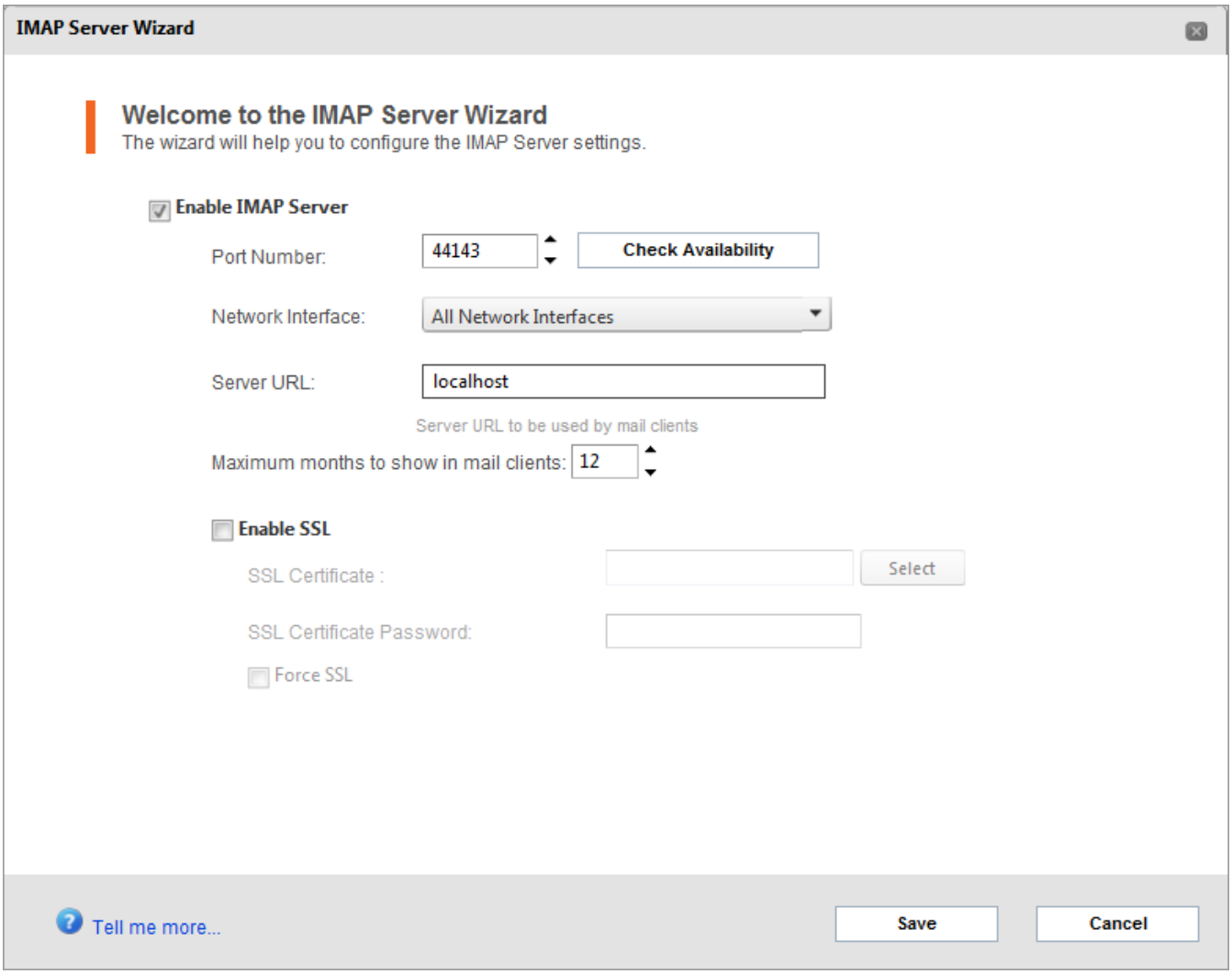
Clients connect to the IMAP service using valid authentication.

NOTE

When GFI MailArchiver is installed (not upgraded) and IMAP is enabled for the first time, it takes a long time for IMAP server to sync up with the store. The synchronization is a background process transparent to the user.

To configure the IMAP Server:

1. From the **Configuration** page, select **IMAP Server**.
2. Click **Configure IMAP Server**.



Screenshot 77: IMAP Server configuration

3. Select **Enable IMAP Server** checkbox.

IMPORTANT

The IMAP service is started automatically when the **Enable IMAP server** checkbox is selected. If IMAP is disabled, service does not automatically start on startup.

4. (Optional) In the **Port Number** field, enter a value and click **Check Availability**.

NOTE

The default port number is 44143. Changing the port number effects clients that have been configured to use this port.

5. In the **Network Interface** field, select the listening network card from the available options. GFI MailArchiver scans your system and lists discovered network interface cards as possible options. It is however recommended to retain default setting (**All Network Interfaces**).

6. In the **Server URL** field, key in the address of the IMAP server to be used by mail clients.

NOTE

The IMAP Service is restarted whenever there are changes in IMAP server configuration related to network card interface or listening port number. All clients are disconnected when the IMAP service is restarted.

7. Use the **Maximum months to show in mail clients** field to set the period of time (in months) GFI MailArchiver goes back and retrieves emails (default set to 12 months).

8. (Optional) Select **Enable SSL Security** checkbox to enable secure transmission of information. For more information, refer to Working With Certificates (page 136).

NOTE

If **Force SSL certificate** is selected, email clients will authenticate using a valid certificate. Authentication is refused if the client tries to connect unencrypted.

9. Click **Save** to finish the configuration.

7.10.1 Working With Certificates

Secure Sockets Layer (SSL) is a protocol designed to enable applications to transmit information back and forth securely. Applications that use SSL, exchange encryption keys with other applications, and are designed to encrypt and decrypt data sent between the two.

Applications that are configured to run SSL (for example, web browsers like Microsoft® Internet Explorer and Firefox and email programs like Microsoft Outlook®, Mozilla Thunderbird and Apple Mail) are automatically able to receive SSL connections. To establish a secure SSL connection, the application must first have an encryption key assigned to it by a Certification Authority in the form of a Certificate.

IMAP supports encryption via certificates. Certificates can be:

- Purchased from an online vendor such as Verisign
- Generated from IIS® (refer to KB article http://support.microsoft.com/kb/299875#appliesto)

To enable SSL and configure a security certificate:

1. In the IMAP Server configuration wizard, select **Enable SSL** checkbox.

2. In the **SSL Certificate** field, select the certificate to upload.

3. In the **SSL Certificate Password** field, type the certificate password. This will be validated when you click **save**.

4. (Optional) Select **Force SSL certificate** checkbox to force encryption of transmitted data.

IMPORTANT

When **Force SSL certificate** is enabled, encryption is 'forced', meaning that clients using the IMAP service will not be able to connect unless they configure encryption from their side. If **Force SSL certificate** is not enabled, the clients can connect to the IMAP server both in encrypted and unencrypted mode.

5. Click **Save**.

7.11 Retention Policies

Retention Policies define the length of time that an archived email is retained in the Archive Store before it is deleted. For example, you can configure GFI MailArchiver to retain emails marked 'Sales' for two years while keeping emails marked as 'Legal' indefinitely.

GFI MailArchiver also provides you with the facility to temporarily suspend (hold) retention policies so that no email is deleted. For example, you can hold retention policies until a court case is resolved. In this case, emails are marked for deletion and deleted once the hold is switched off.

7.11.1 How Are Retention Policies Applied?

GFI MailArchiver checks email content against any retention policies configured at the time of archiving.

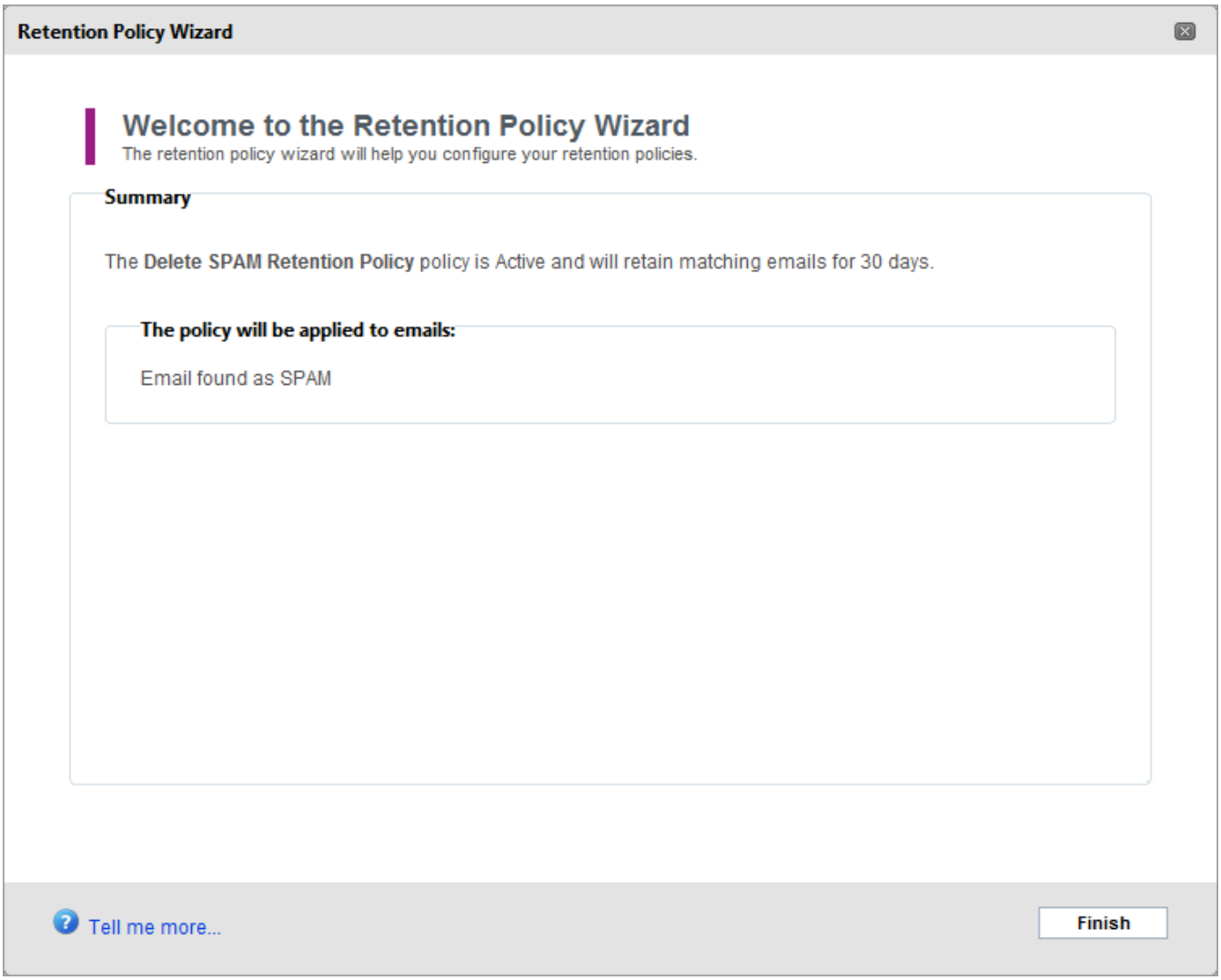
GFI MailArchiver first checks email against the highest priority retention policy. If the email matches the configured conditions, retention policy is associated with the email. If the email does not match the highest priority retention policy, GFI MailArchiver will check against the next retention policy configured, according to priority.

This process is repeated until email either matches a configured retention policy or there are no more retention policies. When an email does not match any retention policy, GFI MailArchiver stores the email in archive store indefinitely.

Important Notes

- Retention policies created or modified after GFI MailArchiver has already stored an email in an archive store will not affect that email. This is because GFI MailArchiver checks emails against retention policies only at the time of archiving.
- An email can match only one retention policy. Thus, the priorities you assign to the retention policies are very important.
- Any email that matches a retention policy where the configured action is 'delete email immediately' is discarded immediately without ever being stored in an archive store.
- Any email that matches a retention policy where the configured action is set to delete after a number of days, is stored in an archive store. On the pre-configured time elapsing, GFI MailArchiver purges the email from the archive store.
- By default no retention policies exist within GFI MailArchiver upon installation

7.11.2 Viewing Retention Policies


Retention Policy Wizard
Welcome to the Retention Policy Wizard
The retention policy wizard will help you configure your retention policies.
Summary
The Delete SPAM Retention Policy policy is Active and will retain matching emails for 30 days.
The policy will be applied to emails:
Email found as SPAM
Tell me more...
Finish

Screenshot 78: Viewing retention and spam policies

To view retention policies, select **Configuration** tab and click **Retention and Spam Policies**. The retention policies are displayed in retention policy table, sorted by the order in which these will be executed. Available fields are listed in the table below.

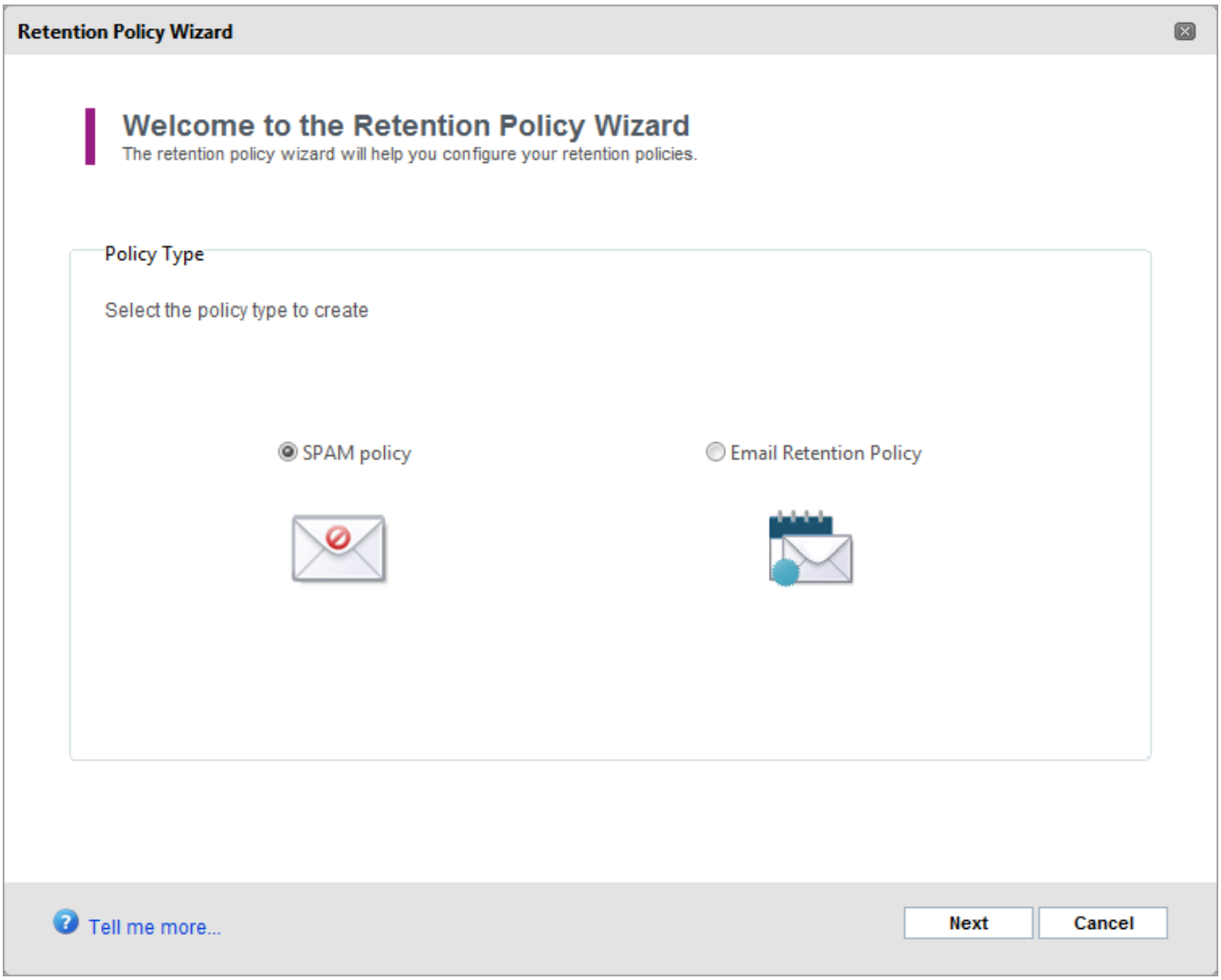
Table 72: Retention policy table fields

OPTION	DESCRIPTION
Policy name	Displays the name of the retention policy.
Active	Displays whether retention policy is active, inactive or disabled due to legal hold.
Action	Displays the action configured for this retention policy. For example: Retain emails for 2 years.

7.11.3 Adding a New Retention Policy

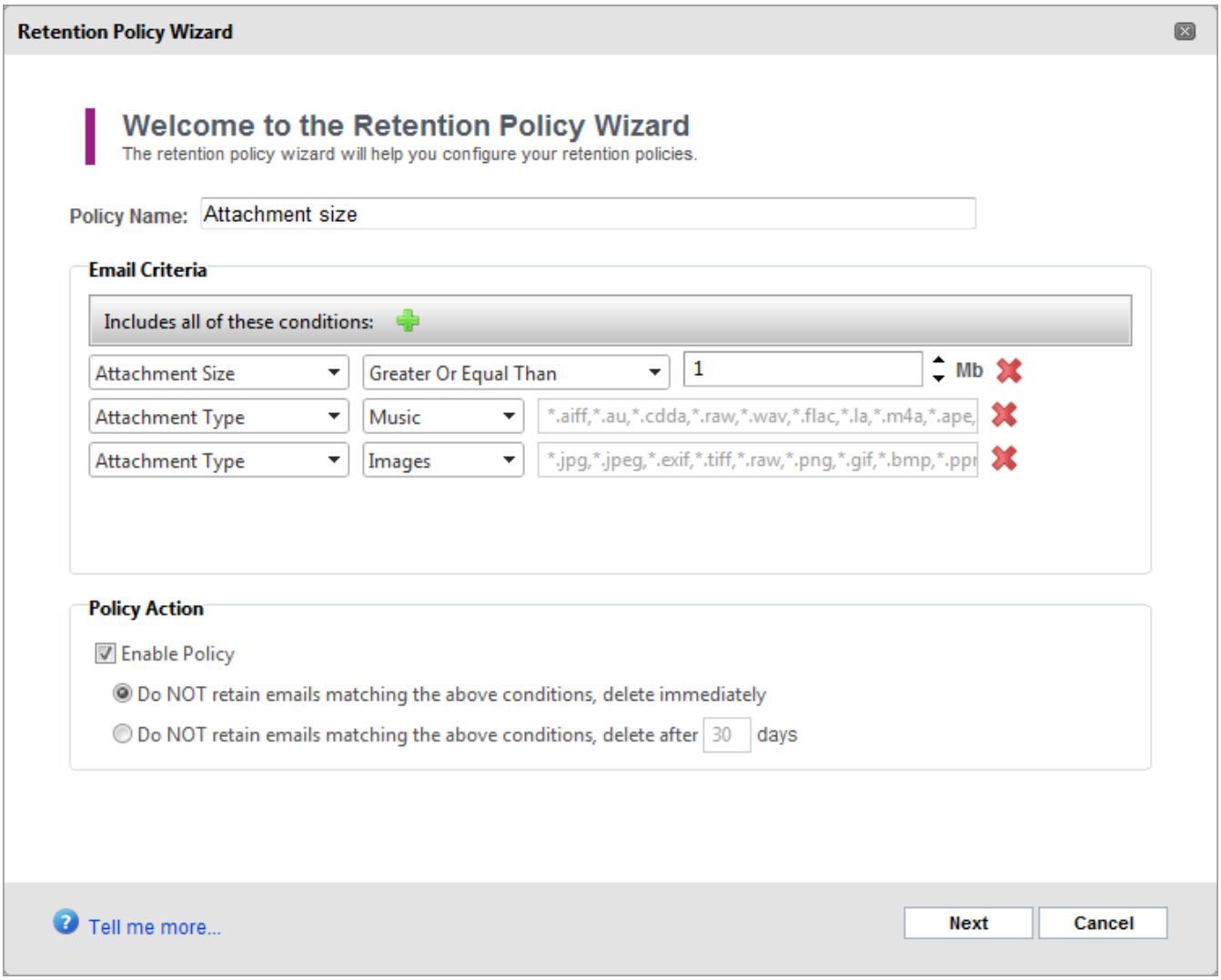
1. Select **Configuration** tab and click **Retention and Spam Policies**.

2. Click Add .



Screenshot 79: Select SPAM or email retention policy

3. From the Retention Policy wizard, select **Email Retention Policy** and click **Next**.



Screenshot 80: Retention Policy details

4. In the Retention Policy Details screen, key in the details for the new retention policy and click **Next**. Available options are:

Table 73: New retention policy options

OPTION	DESCRIPTION
Policy name	Defines the name for the new policy to be created.

OPTION	DESCRIPTION
Email Criteria	Defines the conditions that will identify an email as being part of this retention policy. From the drop down list select one of the following options and provide the values that an email must match to fall under this retention policy. Click ✚ to add more conditions or ✖ to delete a keyed in condition. Select: » **Subject** - define an email subject » **Body** - define key words that can be found in the body of emails » **Sender** - define the sender's email address or specify the user name in the format domain\username » **Recipient** - key in the recipient's email address or specify the user name in the format domain\username **NOTE** Wildcards are supported for both **Sender** and **Recipient** fields. For example, if you enter '***@domain.com**', the value will match all users of '**domain**.com'. » **Email size** - select a parameter and provide the email size in MB. Available parameters are: • Equals to • Greater Than • Greater Or Equal Than • Smaller Than or • Smaller Or Equal Than » **Attachment size** - select a parameter and provide the email size in MB. Available parameters are: • Equals to • Greater Than • Greater Or Equal Than • Smaller Than or • Smaller Or Equal Than » **Attachment Type** - define the file type condition by selecting a category from the drop down list of predefined values. For more information on File Types refer to **Retention File Types** in this section. » **Manual Archive** - select to include all manually archived emails in the retention policy.
Enable Policy	Defines whether a policy is in effect or not and if emails are to be deleted immediately or retained for a specific amount of time. Select Enable Policy and select an option between: » Do NOT retain emails matching above conditions, delete immediately. » Do NOT retain emails matching the above conditions, delete after x days **NOTE** To configure a number of years, specify the number of days. For example: To retain emails for 2 years, key in 730 days and to retain emails for 5 years, key in 1825 days.

5. Click **Finish**.

Retention File Types

The following table lists the file types associated with each Attachment Type category available when filtering a Retention Policy by attachment type:

Table 74: Pre-defined retention file types

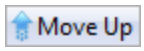
CATEGORY	FILE TYPE
Images	*.jpg,*.jpeg, *.exif, *.tiff, *.raw, *.png, *.gif, *.bmp, *.ppm, *.pgm, *.pbm, *.pnm, *.webp, *.tga, *.pcx, *.img, *.psd, *.psp, *.cgm, *.svg, *.ai, *.cdr, *.eps, *.hvif, *.odg, *.pict, *.pgml, *.swf, *.vml, *.wmf, *.emf, *.xps, *.pns, *.jps
Documents	*.acl, *.csv, *.cwk, *.doc*, *.dot*, *.htm*, *.hwp*, *.lwp, *.mcw, *.odm, *.odt, *.ott, *.pages, *.pdax, *.pdf, *.rtf, *.rpt, *.stw, *.sxw, *.tex, *.txt, *.wpd, *.wps, *.wpt, *.wrd, *.wri, *.xhtml, *.xml, *.xps, *.xls, *.xlsx, *.ppt, *.pptx, *.mdb, *.accdb, *.accde
Music	*.aiff, *.au, *.cdda, *.raw, *.wav, *.flac, *.la, *.m4a, *.ape, *.wma, *.mp2, *.mp3, *.ogg, *.ra, *.rm, *.ots, *.swa, *.vox, *.voc, *.mid, *.psf, *.mod, *.asf, *.asx, *.m3u, *.ram, *.xspf, *.omf, *.cel
Video	*.aaf, *.3gp, *.gif, *.asf, *.avchd, *.avi, *.dat, *.flv, *.mpeg, *.mpg, *.fla, *.flr, *.sol, *.m4v, *.mkv, *.mov, *.mpe, *.mxf, *.ogg, *.rm, *.swf, *.wmv

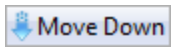
7.11.4 Changing the Order of Retention Policies

The order in which retention policies are applied is very important within GFI MailArchiver. GFI MailArchiver first checks email against the highest priority retention policy. If the email matches the configured conditions, retention policy is associated with the email. If the email does not match the highest priority retention policy, GFI MailArchiver checks against the next retention policy configured, according to priority.

To change the order of the retention policies:

1. Select **Configuration** tab and click **Retention and Spam Policies**.

2. Select the retention policy to change the order for and click 

or 

to move up or down respectively.

7.11.5 Adding a SPAM Retention Policy

By default, emails marked as spam are archived with all other emails and GFI MailArchiver does not discriminate between valid emails and emails marked as SPAM by anti-spam solutions such as GFI MailEssentials. Within GFI MailArchiver, you can set up a SPAM Retention Policy that enables you to delete spam immediately on archival or after a specific number of days.

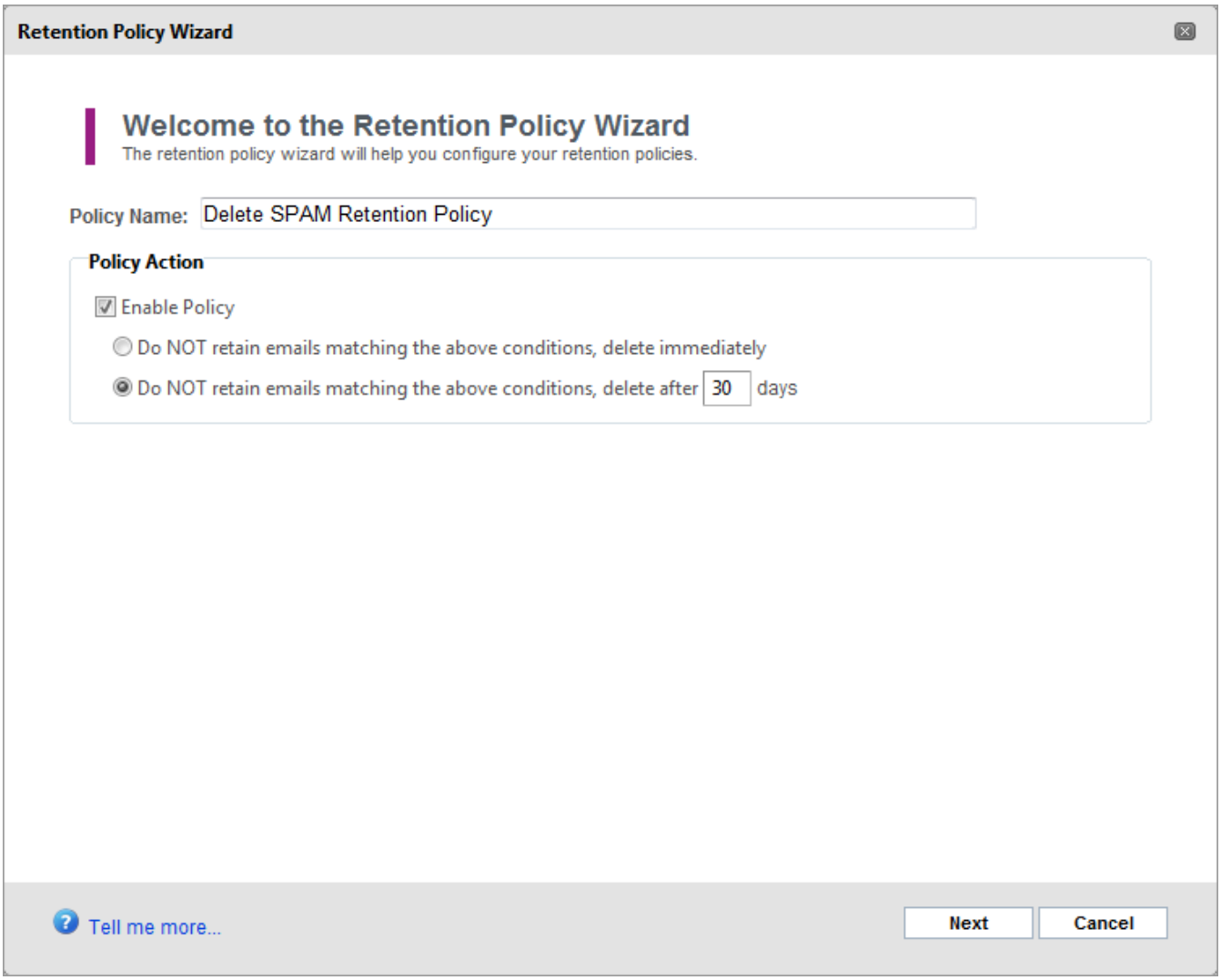
Creating a SPAM Retention Policy also enables users to browse emails marked as spam and if these are not actually spam, mark them as not spam. This causes the SPAM Retention Policy not to delete such emails.

1. Select **Configuration** tab and click **Retention Policies**.

2. Click

.

3. From the Retention Policy wizard, select **Specify a SPAM policy** and click **Next**.


Retention Policy Wizard
Welcome to the Retention Policy Wizard
The retention policy wizard will help you configure your retention policies.
Policy Name:
Delete SPAM Retention Policy
Policy Action
Enable Policy
Do NOT retain emails matching the above conditions, delete immediately
Do NOT retain emails matching the above conditions, delete after
30
days
Tell me more...
Next
Cancel

Screenshot 81: SPAM Retention Policy dialog

4. Fill in a name for the SPAM Retention Policy, configure whether the policy is active or not, and select the retention period. The table below shows a list of available options.

Table 75: SPAM Retention Policy options

OPTION	DESCRIPTION
Policy Name	Defines the name for the policy being created/edited. Key in or edit the name in this text box.
Enable policy	Defines whether the policy being created/edited is active or disabled. Check or uncheck the checkbox to enable or disable the policy.
Do NOT retain emails marked as SPAM, delete immediately	Instructs GFI MailArchiver to immediately delete all emails marked as SPAM.
Do NOT retain emails matching the above conditions, delete after x days	Instructs GFI MailArchiver to retain all emails marked as SPAM and delete them only after the configured time elapses.

5. Click **Next** and **Finish** to complete retention policy configuration.

7.11.6 Configuring Legal Hold

Legal Hold instructs GFI MailArchiver to pause deleting archived emails and to retain them until further notice. Enable this feature to temporarily halt archived email deletion until, for example, a court case is resolved.

Enabling this feature still causes GFI MailArchiver to mark the archived emails for deletion. Delete instruction will be executed only once the legal hold is removed.

To enable Legal Hold:

1. Select **Configuration** tab and click **Retention and SPAM Policies**.

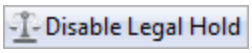
2. Select

.

> **NOTE**
>
> Verify that **Legal Hold** is enabled from the **Home** tab, under About GFI MailArchiver.

To disable Legal Hold:

1. Select **Configuration** tab and click **Retention and SPAM Policies**.

2. Select 

.

> **IMPORTANT**
>
> Use this feature with caution, since emails are immediately deleted on disabling Legal Hold.

7.12 Classification Rules

Classification Rules enable you to automatically classify emails according to the content. From the moment that a classification rule is enabled, new emails are automatically reviewed according to the classification rule set up and labeled accordingly in their respective Archive Store.

Using the **Advanced Search** functionality in the **Archive** tab, users can search archived emails for a particular label. The search can also be saved in the **Classifications** window in the **Archive** tab for ease of use. For more information, refer to Advanced Search (page 57).

This section will help you:

Add a New Classification Rule

Edit a Classification Rule

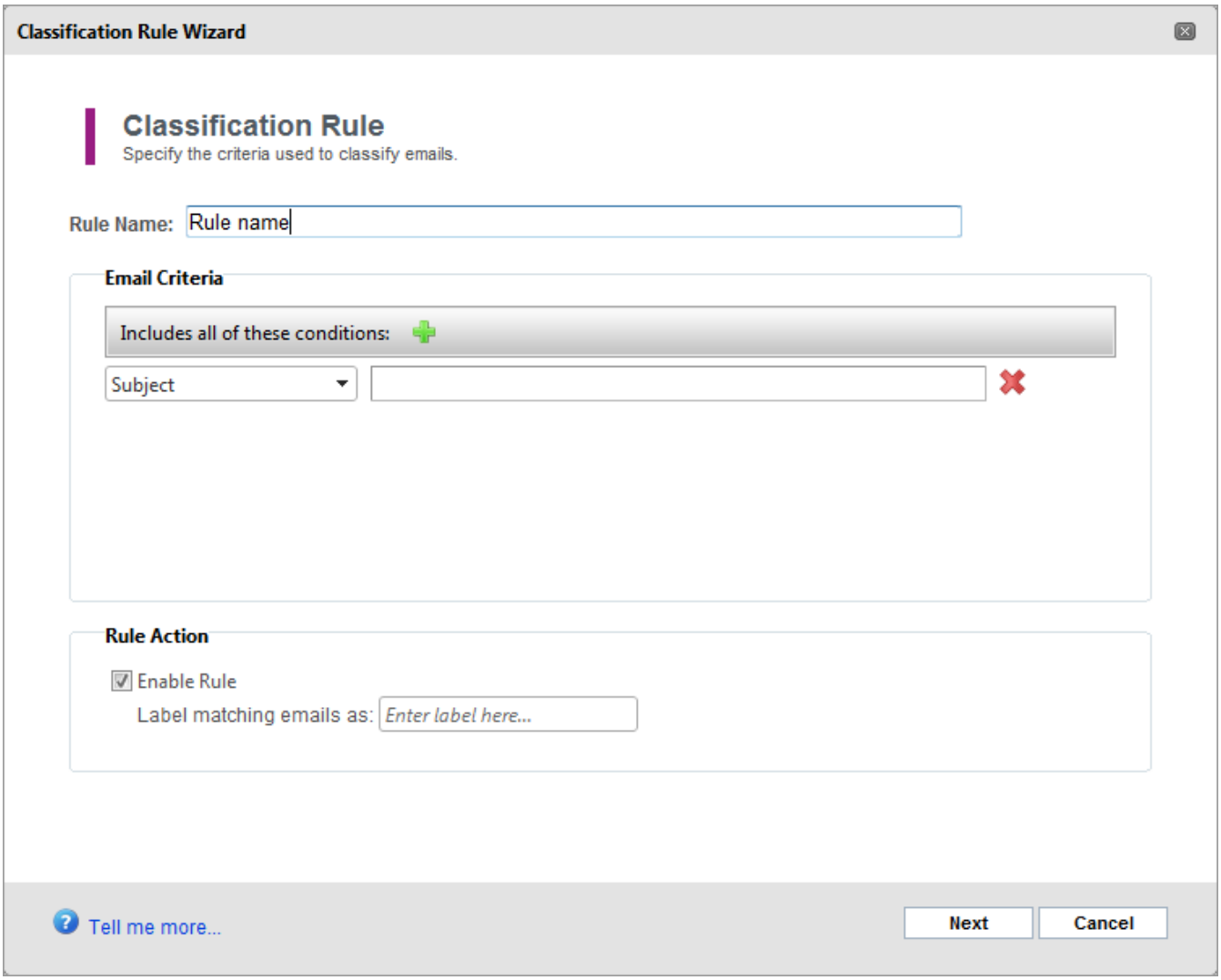
Remove a Classification Rule

7.12.1 Adding a New Classification Rule

1. Select **Configuration** tab and click **Classification Rules**.

2. Click

.



Screenshot 82: Categorization rule details

3. Key in a rule name in the **Policy Name** field and configure the criteria that emails have to fulfill to fall under this classification rule. Available options are:

Table 76: Classification Policy options

OPTION	DESCRIPTION
Subject	Key in the subject text that the email must match to fall under this categorization rule.
Body	Key in the body text that the email must match to fall under this categorization rule.
Sender	Select whether to classify by email address or user name. Provide the email address or select a user name that the email must match to fall under this categorization rule. **NOTE** '@' sign must always be present in sender email address specified. Wildcard characters are also supported as follows: » ? - matches any letters **For example**: ???n@?aster-domain.com will match both john@master-domain.com and joan@faster-domain.com. • - matches complete words **For example**: *@master-domain.com matches all email addresses with the domain part master-domain.com
Recipient	Key in the recipient email address that the email must match to fall under this categorization rule.

NOTE

Wildcards are supported for both **Sender** and **Recipient** fields. For example, if you enter '***@domain.com**', the value will match all users of '**domain**.com'.

4. Click ✚ to add further classification criteria or ✖ to delete previously keyed in criteria.

5. Select **Enable policy** and key in the label with which emails should be labeled in the **Emails that match this categorization policy should be labeled** field. Click **Next** to continue.

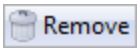
6. In the Summary page review the categorization rule details and click **Finish**.

7.12.2 Editing a Classification Rule

1. Select the classification rule to edit and click **Edit**.

2. Follow the instructions listed in the Adding a New Classification section for information on how to edit a classification rule.

7.12.3 Removing a Classification Rule

Select the classification rule to remove and click 

. Classification rule will automatically be removed.

7.13 Auditing

GFI MailArchiver database activity auditing uses the tracing capabilities of SQL Server® to record all activity affecting the archive databases.

Trace data is stored in a text file in a user specified location on the SQL Server® machine. There is one trace file per server, containing trace data from all archive stores hosted on the server. The SQL Server® service holds an exclusive lock on the trace file, ensuring the file is not tampered with. From GFI MailArchiver, you can then trigger the process to upload trace files into the auditing database. Following the upload, you can view auditing reports through the **Auditing Reports** page in the console.

IMPORTANT

GFI MailArchiver only audits archive stores based on SQL Server®.

Auditing is not performed on Archive Stores based on:

- SQL Server® database and file system
- GFI MailArchiver (Firebird) database and file system.

In this chapter:

7.13.1 Configuring Database Activity Auditing 147

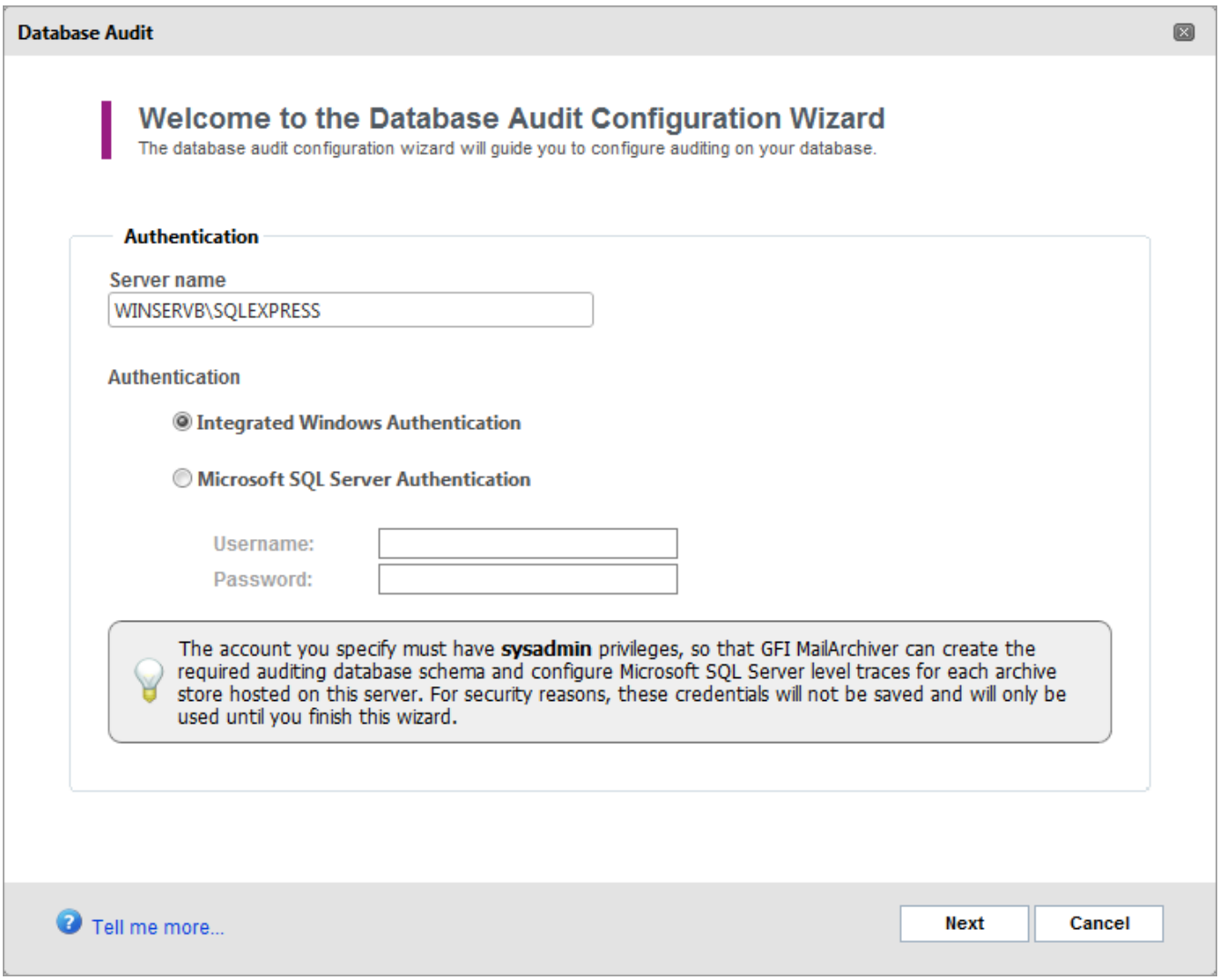
7.13.2 Editing Database Activity Auditing 149

7.13.3 Audit Reports 149

7.13.1 Configuring Database Activity Auditing

1. Select **Configuration** tab click **Auditing**.

2. Click **Configure**.


Database Audit
Welcome to the Database Audit Configuration Wizard
The database audit configuration wizard will guide you to configure auditing on your database.
Authentication
Server name
WINSERVB\SQLEXPRESS
Authentication
Integrated Windows Authentication
Microsoft SQL Server Authentication
Username:
Password:
The account you specify must have sysadmin privileges, so that GFI MailArchiver can create the required auditing database schema and configure Microsoft SQL Server level traces for each archive store hosted on this server. For security reasons, these credentials will not be saved and will only be used until you finish this wizard.
Tell me more...
Next
Cancel

Screenshot 83: Select authentication method

3. Select the SQL Server® to use from the **Microsoft SQL Server** drop-down box and choose the **Authentication** method to use to connect to the selected SQL Server®.

Table 77: SQL Server® Authentication methods

OPTION	DESCRIPTION
Windows Authentication	Uses the currently logged on user to connect to SQL Server®.
Microsoft SQL Server Authentication	Uses the credentials you key in the Login Name and Password: fields to connect to SQL Server®. These will be used by GFI MailArchiver to read/write from the auditing database.

Click **Next** to continue setup.

IMPORTANT

The account specified must have sysadmin or database owner privileges.

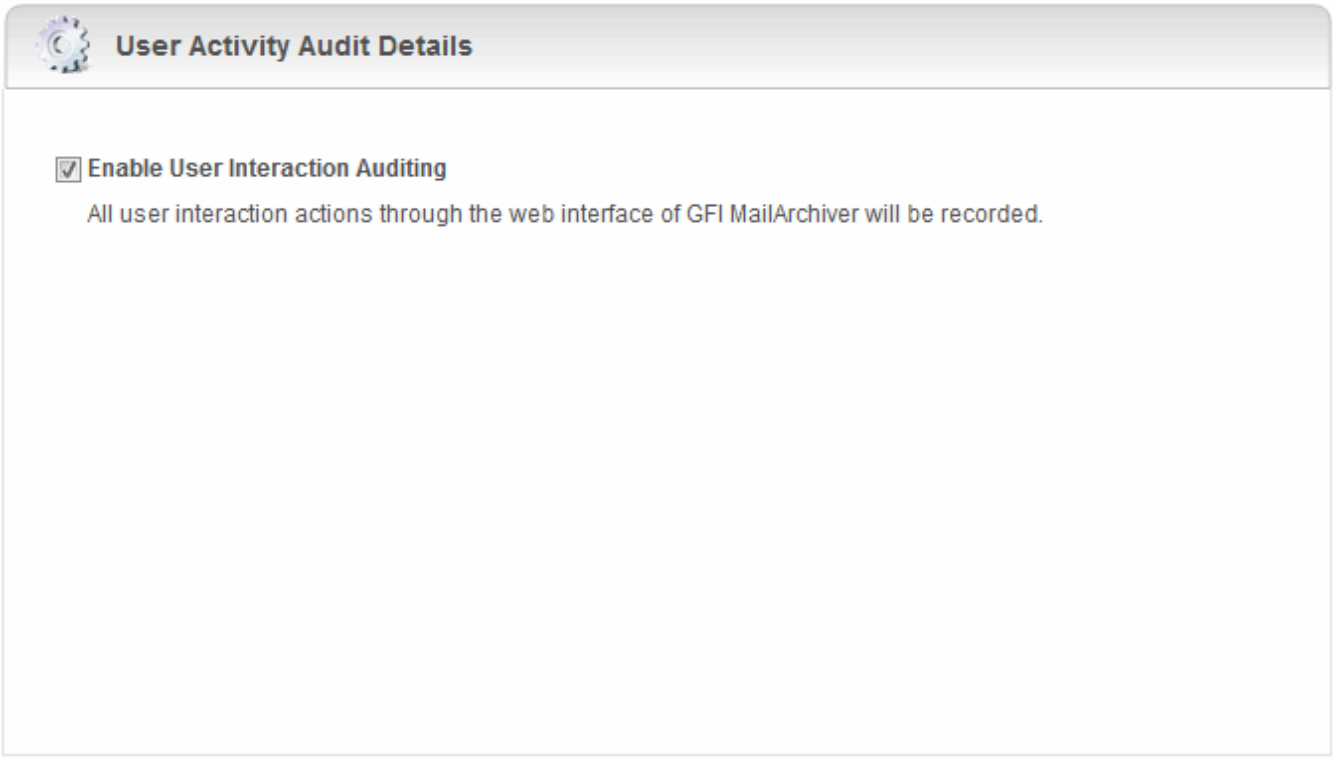
4. To create a new database within the previously selected SQL Server®, select **New Auditing Database** and provide a name in the text box. To use an existing database, choose **Select an Existing:** auditing database from the displayed list of databases. Click **Next** to continue.

Click **Next** to continue setup.

5. Specify whether to enable tracing on GFI MailArchiver archive stores. Select **Enable trace on Archive Stores to log database activity data** and specify the path on the SQL Server® machine where the trace files will be stored. Click **Next** to continue.

> **NOTE**
>
> Ensure that the location specified is accessible using the user account under which the SQL Server® service is running

> **NOTE**
>
> Lock down the location where you store the SQL Server® trace files through NTFS permissions, so that only the SQL Server® Service can access the location. This, together with the exclusive lock held by the SQL Server® service, ensures that the data in the trace files cannot be tampered with.


User Activity Audit Details
Enable User Interaction Auditing
All user interaction actions through the web interface of GFI MailArchiver will be recorded.

Screenshot 84: Enable user interaction auditing

6. Specify whether to enable user interaction auditing. This will record all the activity of the GFI MailArchiver user interface by users. To enable, select **Enable user interaction auditing**. Click **Next** to continue.

7. Review the Auditing Database setup summary and click **Finish** to finalize setup.

7.13.2 Editing Database Activity Auditing

To edit an existing database activity auditing setup, select the previously configured settings and click **Configure**. Follow the instructions listed in the Configuring Database Activity Auditing section to edit an existing database activity auditing setup.

7.13.3 Audit Reports

Auditing reports are based on data generated by database activity auditing and user interaction auditing. To access auditing reports:

1. Select **Auditing** tab and select the desired report.

2. Perform the following actions:

OPTION	DESCRIPTION
Filter reports:	Use the **Filter by:** area by selecting a value to filter by and providing the details that a record has to match to be displayed on screen. The **Filter by:** area is located at the top of each report page.
Print reports:	Click on the print report button , located at the top of each report page to print the report.

Configuration Management Auditing Report

Use this report to list all the configuration changes made in GFI MailArchiver. Information displayed includes:

- User who made the changes
- Changes effected

> **NOTE**
>
> Clicking on any configuration change in the list will bring up a window with further detailed information.

Access Control Auditing Report

Use this report to list all the changes made to the access control configuration of GFI MailArchiver. Information displayed includes:

- User who made the changes
- The user affected by the change
- What permissions were changed

Archived Emails Auditing Report

Use this report to list the number of emails archived in GFI MailArchiver Archive Stores per day. Information displayed includes:

- Date
- Name of archive store
- Number of archived emails

Bulk Import Auditing Report

Use this report to list the amount of emails imported into the archive stores through the bulk import service, for each import. Information displayed includes:

- Date of import
- Name of archive store
- Number of emails imported

Retention Policy Auditing Report

Use this report to list the retention policies executed and the amount of emails deleted. Information displayed includes:

- Date on which the policy was executed
- Name of archive store
- Name of retention policy
- Number of emails deleted

Clicking on any executed retention policy in the list will bring up a window with detailed information on the policy executed.

Data Leakage Prevention Auditing Report

Use this report to list which users performed actions that could lead to data leakage, such as forwarding of emails from the archive stores. Information displayed includes:

- User that performed the action
- Action performed
- Number of emails affected.

User Audit Trail Auditing Report

Use this report to list the actions taken by users whilst using the GFI MailArchiver web interface. Information displayed includes:

- User name
- Action taken
- Date/time action was taken

The following report options are available:

- To group the list by user, click on the Group by user button, located at the top of the report page.
- To group the list by date, click on the Group by date button, located at the top of the report page.
- Clicking on any user action in the list will bring up a window with detailed information on the action taken.

Data Integrity Auditing Report

Use this report to list all the changes made to the GFI MailArchiver archive stores and auditing databases, which were not carried out through the GFI MailArchiver services. Information displayed includes:

- Event type
- Microsoft® SQL server and database affected

- Database user affected
- Action taken
- Machine from which action originated.

The following report options are available:

- To group the list by event type, click on the Group by event type button, located at the top of the report page.
- To group the list by date, click on the Group by date button, located at the top of the report page.
- Clicking on any database change in the list will bring up a window with detailed information on that change.

7.14 Configuring Email Deletion

The Email Deletion feature enables users to permanently delete emails from the GFI MailArchiver Mail View. If enabled, an additional delete button is displayed in the **Archive** tab toolbar and in the **Mail View** toolbar.

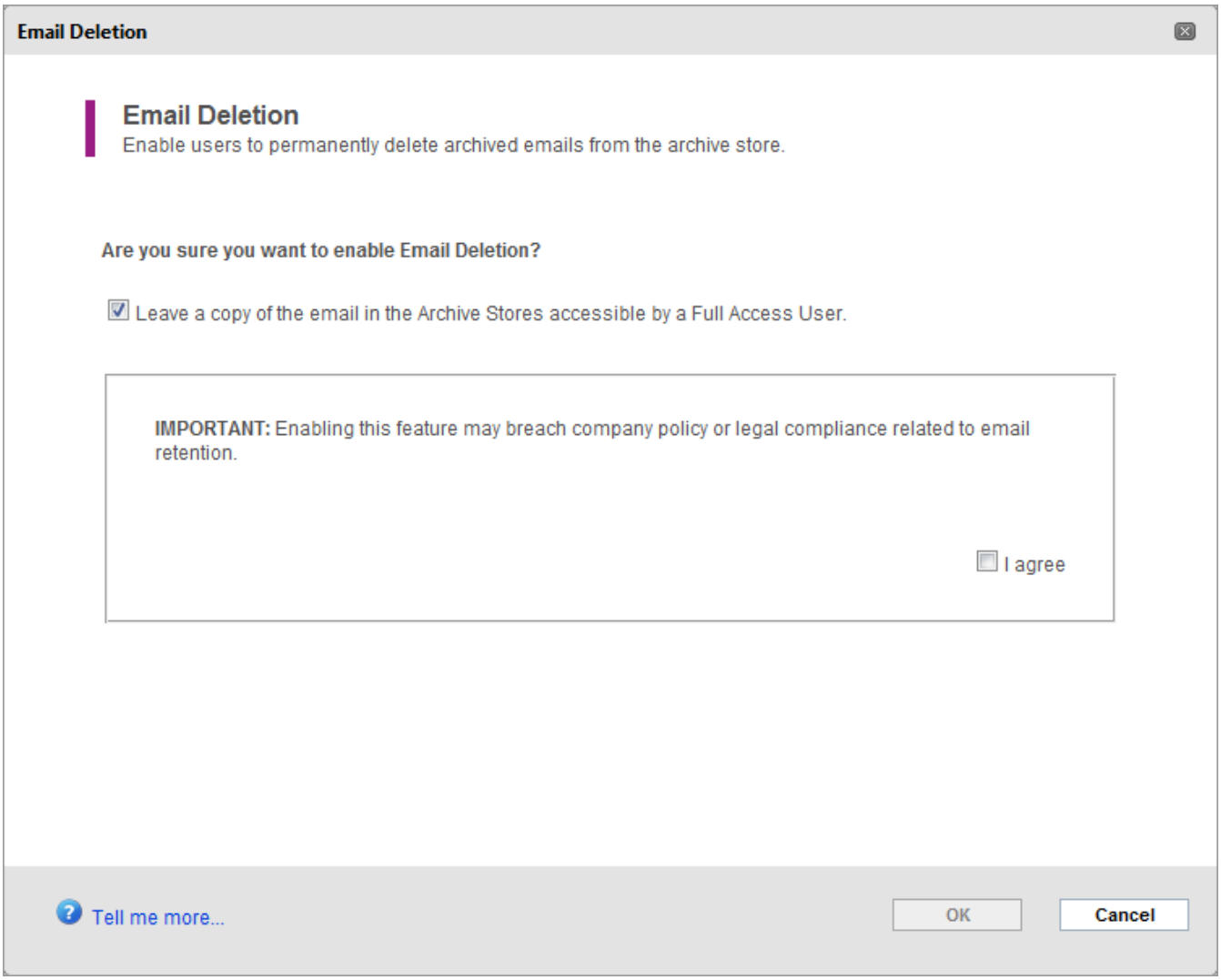
IMPORTANT

Enabling this feature may breach company policy or legal compliance related to email retention.

IMPORTANT

Enabling this feature allows all GFI MailArchiver users to permanently delete archived emails from mailboxes they have access to.

1. From **Configuration** tab, select **Email Deletion**.
2. Click **Enable Email Deletion**.


Email Deletion
Email Deletion
Enable users to permanently delete archived emails from the archive store.
Are you sure you want to enable Email Deletion?
Leave a copy of the email in the Archive Stores accessible by a Full Access User.
IMPORTANT: Enabling this feature may breach company policy or legal compliance related to email retention.
I agree
Tell me more...
OK
Cancel

Screenshot 85: Configuring Email deletion

3. (Optional) If you want to retain a copy of the deleted email in the Archive Stores, check **Leave a copy of the email in the Archive Stores accessible by a Full Access User**. The retained emails are only accessible by users with full access rights. If the checkbox remains unchecked, deleted emails will be removed permanently from the Archive Stores.

4. Check the **I agree** checkbox.

5. Click **OK**.

NOTE

User cannot delete emails from a read-only Archive Store. Users are notified if delete fails.

IMPORTANT

If **Legal Hold** is enabled, **Email Deletion** is disabled until Legal Hold is removed. For more information, refer to Configuring Legal Hold (page 143).

7.15 Viewing and Editing License Keys

A fully licensed version of GFI MailArchiver requires a license key. For information on GFI MailArchiver licensing, refer to:

http://go.gfi.com/?pageid=MAR_Licensing

> **NOTE**
>
> To evaluate GFI MailArchiver, request a free evaluation key from GFI Software Ltd http://go.gfi.com/?pageid=MAR_DownloadRegistrationForm.

To review the license key that is currently used within GFI MailArchiver select **Configuration** tab and click **Change license key** label.

To change your current license key:

1. Click **Edit Licensing Key**.

2. Key in or paste the new license key in the **License Key** text box. Click **Verify License Key** to verify that the new license key is correct.

3. Click **Save** to finalize settings.

> **NOTE**
>
> After installing GFI MailArchiver, the Post-installation Wizard redirects you automatically to this page.

7.16 General Settings

The **General Settings** option enables you to define your administrator email address and the email server details for notifications. It also enables you to enable, disable and configure the GFI MailArchiver version checks. This enables GFI MailArchiver to check for and advise you of any new versions of GFI MailArchiver.

In this chapter:

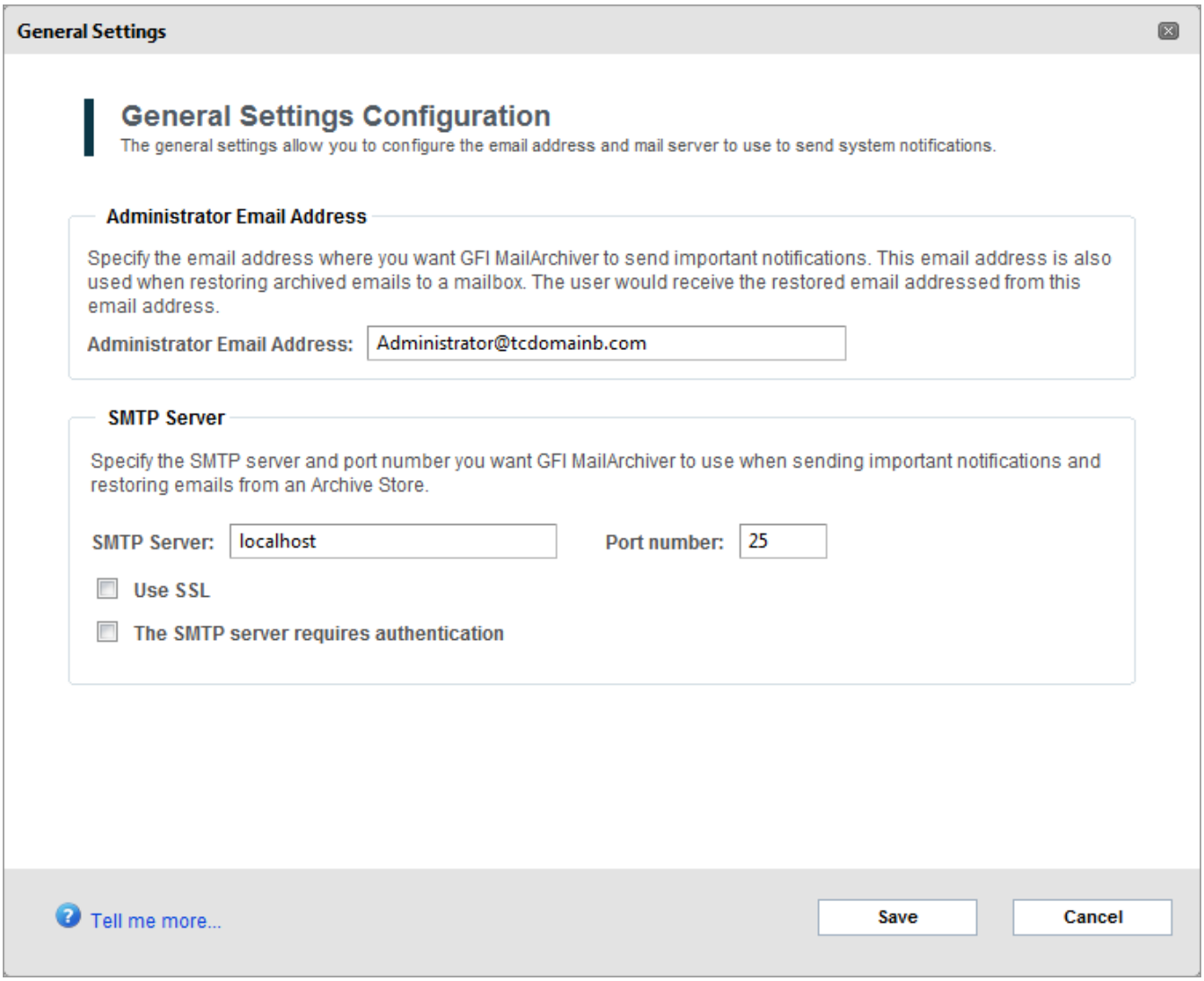
7.16.1 Changing General Settings 153

7.16.2 Changing Version Check Settings 154

7.16.1 Changing General Settings

1. Select **Configuration** tab and click **General Settings**.

2. Click **Change Settings**.


General Settings
General Settings Configuration
The general settings allow you to configure the email address and mail server to use to send system notifications.
Administrator Email Address
Specify the email address where you want GFI MailArchiver to send important notifications. This email address is also used when restoring archived emails to a mailbox. The user would receive the restored email addressed from this email address.
Administrator Email Address:
Administrator@tcdomainb.com
SMTP Server
Specify the SMTP server and port number you want GFI MailArchiver to use when sending important notifications and restoring emails from an Archive Store.
SMTP Server:
localhost
Port number:
25
Use SSL
The SMTP server requires authentication
Tell me more...
Save
Cancel

Screenshot 86: General Settings

3. Perform all the required modifications from the list of available options.

Table 78: General Settings Options

OPTION	DESCRIPTION
Administrator email address	Defines the administrator email address where important notifications are sent.
SMTP Server	Defines the SMTP server used by GFI MailArchiver to send notifications and to restore emails from Archive Store.
Port Number	Defines the port number over which GFI MailArchiver will communicate to the SMTP server. Default value: 25
Use SSL	Instructs GFI MailArchiver to connect and communicate with the SMTP Server using SSL.
The SMTP requires authentication	Instructs GFI MailArchiver to connect to the SMTP server using a username and a password. The username and password fields are automatically displayed if this option is chosen.

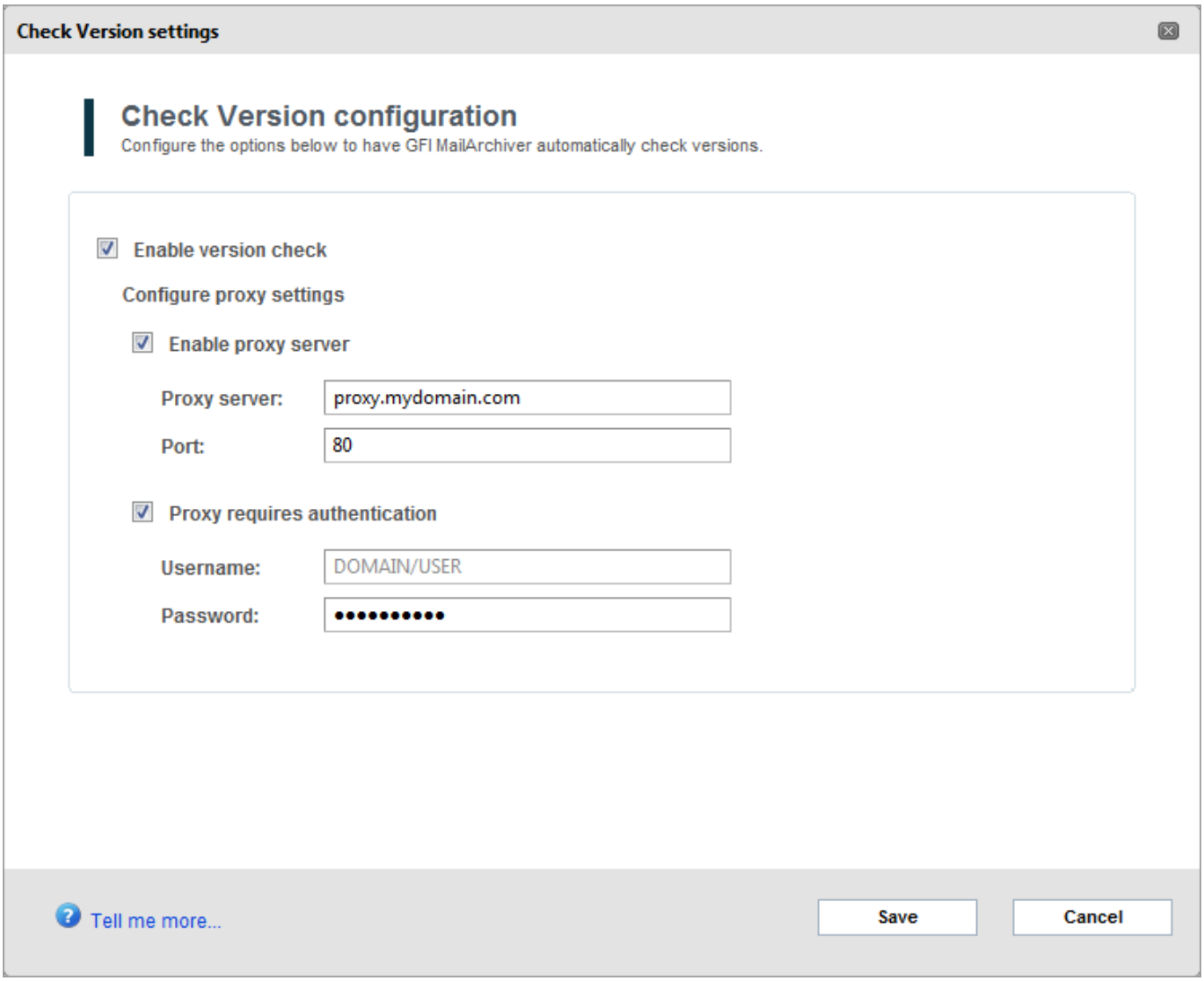
4. Click **Save** to save new setup.

5. Click **Send a test email** to confirm that details are correct.

7.16.2 Changing Version Check Settings

1. Select **Configuration** tab and click **General Settings**.

2. Click **Change Check Version Settings**.



Screenshot 87: Version check configuration

3. Perform all the required modifications from the list of available options.

Table 79: Version Check settings

OPTION	DESCRIPTION
Enable Version Check	Enables/Disables the GFI MailArchiver Version Check. Uncheck option to disable GFI MailArchiver automated checks for newer versions.
Enable Proxy server	Instructs GFI MailArchiver to use a proxy server to connect to the GFI servers and check for updated versions.
Proxy server/Port	Defines the Proxy server and the port that GFI MailArchiver uses to connect to the GFI servers for version check purposes.
Proxy requires authentication	Enable option if the Proxy server specified in the **Proxy server** and **Port** fields requires authentication.
Username/Password	Defines the username and password that GFI MailArchiver uses if the proxy server uses authentication.

4. Click **Save** to save new setup.

8 Configuring Email Client Access

GFI MailArchiver provides integration with various email clients and technologies so that users can access their archived emails from remote locations, while in the office or on the move. Use the Email Client Access page to:

- Download GFI MailArchiver Outlook Connector, a Microsoft Outlook® plugin that enables users to view archived emails from their Microsoft Outlook client.
- Download GFI MailArchiver Outlook Addon, a tool that enables users to manually archive emails contained in their Microsoft Outlook® installation.
- Configure an IMAP account on your email client of choice to view archived emails in mailboxes you have access to.

8.1 Installing GFI MailArchiver Outlook Connector

The GFI MailArchiver Outlook Connector enables users to synchronize their Microsoft Outlook® folders with the data archived by GFI MailArchiver. This connector can be installed via Active Directory® Group Policy Objects (GPO) or via manual install.

8.2 How Does the GFI MailArchiver Outlook® Connector Work

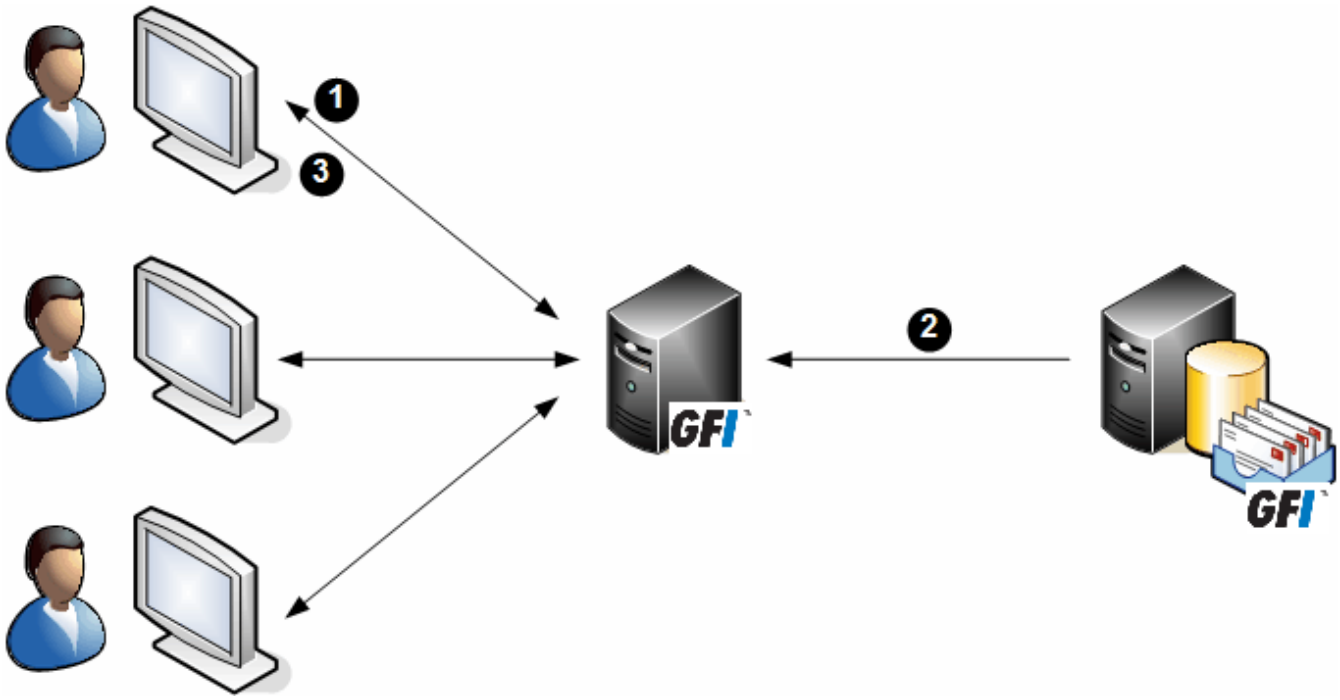


Figure 2: How does GFI MailArchiver Outlook® connector work?

1. GFI MailArchiver Outlook Connector (installed on client machine) initiates a request (1) to synchronize Microsoft Outlook® folders with GFI MailArchiver.

2. GFI MailArchiver retrieves the required email and folder data from the GFI MailArchiver archive store (2).

3. GFI MailArchiver sends the email data (3) to the Microsoft Outlook® client machines.

8.3 Downloading GFI MailArchiver Outlook Connector

The GFI MailArchiver Outlook Connector can be downloaded from the GFI MailArchiver web interface.

1. Open GFI MailArchiver.

2. Select **Email Client Access** tab.

3. Click **Outlook Connector** tab.

4. Select one of the available download options link to download GFI MailArchiver Outlook Connector. Available options are:

Table 80: GFI MailArchiver Outlook Connector versions

OPTION	DESCRIPTION
Outlook Connector (32-bit Outlook)	Download the GFI MailArchiver Outlook Connector for Microsoft Outlook 32-bit version.
Outlook Connector (64-bit Outlook)	Download the GFI MailArchiver Outlook Connector for Microsoft Outlook 64-bit version.

8.3.1 Changing the Outlook® Connector Tab Availability

By default, the Outlook® Connector tab is visible and available to all users when they log in GFI MailArchiver. To disable users from seeing it:

1. In the Email Client Access page, click on the GFI MailArchiver Outlook Connector tab.

2. Select an option and click **Save**. Available options are:

Table 81: Outlook® Connector Tab Availability options

OPTION	DESCRIPTION
Administrators only	Makes the Outlook® Connector tab available only to users that log on using domain administrator privileges.
All users and Administrators	Makes the Outlook® Connector tab available to all users, regardless of their logon privileges.

8.4 Outlook® Connector System Requirements

8.4.1 Software

> **NOTE**
>
> The machines where GFI MailArchiver Outlook Connector is deployed must be able to connect to the GFI MailArchiver server.

Table 82: GFI MailArchiver Outlook Connector software requirements

COMPONENT	DESCRIPTION
Supported Microsoft Outlook Versions	» Microsoft Outlook® 2003 (including Service Packs 1, 2, 3 or 4) » Microsoft Outlook® 2007 (including Service Packs 1 or 2) » Microsoft Outlook® 2010 (x86 and x64 versions)

COMPONENT	DESCRIPTION
Supported Operating Systems	» Windows® 7 » Windows® Vista » Windows® XP » Windows® Server 2008 » Windows® Server 2003 » Windows® Server 2000
Other Required Components	» Internet Explorer® 7 or later (Internet Explorer® 9 Compatibility Mode only)/Mozilla Firefox/Google Chrome/Safari® » HTTP port 80 (or HTTPS default port 443 for secure connections) - used by GFI MailArchiver Outlook Connector to connect with GFI MailArchiver.

NOTE

GFI MailArchiver Outlook Connector cannot be installed on the Microsoft® Exchange Server.

NOTE

When using a web-filtering tool, this must be configured to allow all HTTP requests between GFI MailArchiver server and GFI MailArchiver Outlook Connector. Ensure that the GFI MailArchiver server's IP address, NETBIOS name and DNS name are not blocked by the web filter. For more information, refer to:

http://go.gfi.com/?pageid=MAR_WebFiltering

8.4.2 Hardware

Table 83: GFI MailArchiver Outlook Connector hardware requirements

COMPONENT	REQUIREMENTS
Processor	1GHz processor or more.
Memory	**Minimum:** 512MB RAM **Recommended:** 2GB RAM
Physical Storage	20MB physical disk space required for GFI MailArchiver Outlook Connector installation. More space is required to store email headers and emails for offline access.

8.4.3 Installing GFI MailArchiver Outlook Connector Without GPO - Manual Install

1. Open GFI MailArchiver.
2. Select **Email Client Access** tab.
3. Select **Outlook Connector** tab and download the following to a share accessible by all domains:

» `MAROC_32bitOutlook.msi` (Installer for Microsoft Outlook 2010 32-bit computers only)

» `MAROC_64bitOutlook.msi` (Installer for Microsoft Outlook 2010 64-bit computers only)

NOTE

Make sure that when deploying the 32-bit version of the GFI MailArchiver Outlook Connector, the domain policy used contains only computers with Microsoft Outlook® 2010 32-bit version installed.

Also, ensure to use a domain policy that applies only to computers where Microsoft Outlook® 2010 64-bit version is installed when deploying GFI MailArchiver 2010 64-bit edition.

2. Double click on the file and follow the wizard to install

NOTE

To check installation, from Microsoft Outlook®, check that a new folder called **GFI MailArchiver Mailbox** is created.

3. <Optional>: Add the Outlook® connector administrator template that will set up Outlook connector.

a. From command prompt, key in: `mmc.exe`

b. Click **Enter** to launch the Microsoft Management Console.

c. Click **File > Add/Remove Snap-in…** and click **Add...**

d. Select **Group Policy Object Editor** snap-in and click **Add**.

e. Click **Browse…** and select the domain policy to edit.

f. Select the domain policy and click **OK**.

g. Click **Finish** to close 'Select Group Policy Object' dialog. Click **Close** to close 'Add standalone Snap-in' dialog and click **OK** to close 'Add/Remove Snap-in' dialog; to return to the Microsoft Management Console.

h. Navigate to **Console Root > <domain policy> > User Configuration**, right-click **Administrative Templates**, and select **Add/Remove Templates…**.

i. Click **Add…**, browse for the file `gfiapps.adm` located in: <Program Files\GFI\MailArchiver\Outlook> and click **Open**.

j. Click **Close** to return to the Microsoft Management Console.

For information on how to use the GFI MailArchiver Outlook Connector, refer to the GFI MailArchiver Outlook Connector manual available from:

http://go.gfi.com/?pageid=MAR_DownloadDocumentation

8.5 Installing GFI MailArchiver Outlook Connector via GPO

This section will help you install GFI MailArchiver Outlook Connector via GPO in the following environments:

- Windows® Server 2003
- Windows® Server 2008
- Manual Installation (Without GPO)

8.5.1 Installing Outlook® Connector via GPO in Windows® Server 2003

1. Open GFI MailArchiver.

2. Select **Email Client Access** tab.

3. Select **Outlook Connector** tab and download the following to a share accessible by all domains:

- `MAROC_32bitOutlook.msi` (Installer for Microsoft Outlook 2010 32-bit computers only)
- `MAROC_64bitOutlook.msi` (Installer for Microsoft Outlook 2010 64-bit computers only)

> **NOTE**
>
> Make sure that when deploying the 32-bit version of the GFI MailArchiver Outlook Connector, the domain policy used contains only computers with Microsoft Outlook® 2010 32-bit version installed.
>
> Also, ensure to use a domain policy that applies only to computers where Microsoft Outlook® 2010 64-bit version is installed when deploying GFI MailArchiver 2010 64-bit edition.

4. From command prompt, key in:

```
mmc.exe
```

and click **Enter** to launch the Microsoft Management Console.

5. Click **File > Add/Remove Snap-in…** and click **Add...**

6. Select **Group Policy Object Editor** snap-in and click **Add**.

7. Click **Browse…** and select the domain policy to edit.

8. Select the domain policy and click **OK**.

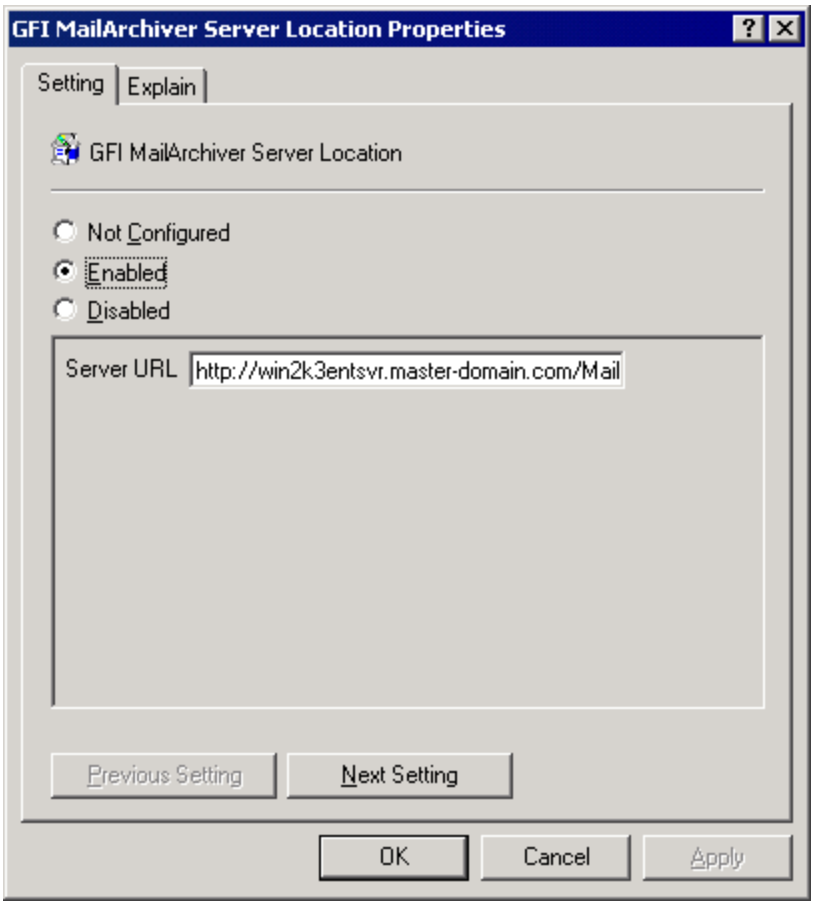
9. Click **Finish** to close 'Select Group Policy Object' dialog. Click **Close** to close 'Add standalone Snap-in' dialog and click **OK** to close 'Add/Remove Snap-in' dialog; to return to the Microsoft Management Console.

10. Navigate to **Console Root > <domain policy> > User Configuration**, right-click **Administrative Templates**, and select **Add/Remove Templates…**.

11. Click **Add…**, browse for the file gfiapps.adm located in: <Program Files\GFI\MailArchiver\Outlook> and click **Open**.

12. Click **Close** to return to the Microsoft Management Console.

13. Expand **Console Root > <domain policy> > User Configuration > Administrative Templates > GFI Applications**.



Screenshot 88: Setting GFI MailArchiver server URL in Windows® Server 2003 GPO

14. From the right pane, double click **GFI MailArchiver Server Location** policy and select **Enabled**. In the Server URL text box enter the URL where user machines can access GFI MailArchiver in the form `http://<hostname>/<GFI MailArchiver virtual folder name>`

For example:

`http://win2k3entsvr.master-domain.com/MailArchiver`

15. <Optional> Click **Next Setting** and configure the following settings. For each option select **Not Configured** to use the default value or click **Enable** to specify a custom value.

- **GFI MailArchiver Outlook® Connector Data Path Root** - specify a different root location where store configurations and local emails are stored on client machines. For example, type '`%MyDocuments%`' to store in the My Documents folder of the logged on user.
- **GFI MailArchiver Outlook® Connector days span** - specify the number of days for which emails are synchronized. Only emails received within this time span are accessible through GFI MailArchiver Outlook® Connector.
- **GFI MailArchiver Outlook® Connector download batch size** - Specify how many emails can be downloaded during one synchronization session.
- **GFI MailArchiver Outlook® Connector connection timeout** - Specify the timeout period in milliseconds for accessing data from the GFI MailArchiver server.
- **GFI MailArchiver Outlook® Connector maximum offline days** - Specify the maximum number of days which a user can set for emails offline access.

» **GFI MailArchiver Outlook® Connector offline support** - Enable or disable offline support. If offline support is enabled, specify the number of days to support offline access. If this setting is enabled:

- Users are not allowed to modify offline access
- GFI MailArchiver Outlook® Connector maximum offline days setting is ignored.

16. Click **OK** when all settings are configured.
17. Select **Console Root > <domain policy> > Computer Configuration > Software Settings**.
18. Right click **Software installation** and select **New > Package…**
19. In the **Open** dialog, locate the share where msi file is saved.

> **NOTE**
>
> When selecting the location of the msi file ensure that this is done through 'My network locations' so that the share name in GFI MailArchiver includes the full network share location rather than the local path.

20. Choose the deployment option - select **Assigned** and **OK**.
21. GFI MailArchiver Outlook Connector will be installed the **Next** time each client machine is started.

To check installation, from Microsoft Outlook®, check that a new folder called **GFI MailArchiver Mailbox** is created.

For information on how to use the GFI MailArchiver Outlook Connector, refer to the Outlook Connector Manual available from:

http://go.gfi.com/?pageid=MAR_DownloadDocumentation

8.5.2 Installing Outlook® Connector via GPO in Windows Server 2008

1. Open GFI MailArchiver.
2. Select **Email Client Access** tab.
3. Select **Outlook Connector** tab and download the following to a share accessible by all domains:

» `MAROC_32bitOutlook.msi` (Installer for Microsoft Outlook 2010 32-bit computers only)

» `MAROC_64bitOutlook.msi` (Installer for Microsoft Outlook 2010 64-bit computers only)

> **NOTE**
>
> Make sure that when deploying the 32-bit version of the GFI MailArchiver Outlook Connector, the domain policy used contains only computers with Microsoft Outlook® 2010 32-bit version installed.
>
> Also, ensure to use a domain policy that applies only to computers where Microsoft Outlook® 2010 64-bit version is installed when deploying GFI MailArchiver 2010 64-bit edition.

4. From command prompt, key in:

`mmc.exe`

and click **Enter** to launch the Microsoft Management Console.

5. Click **File > Add/Remove Snap-in…** and click **Add...**

6. Select **Group Policy Management Editor** snap-in and click **Add**.

7. Click **Browse…** and select the domain policy to edit.

8. Select the domain policy and click **OK**.

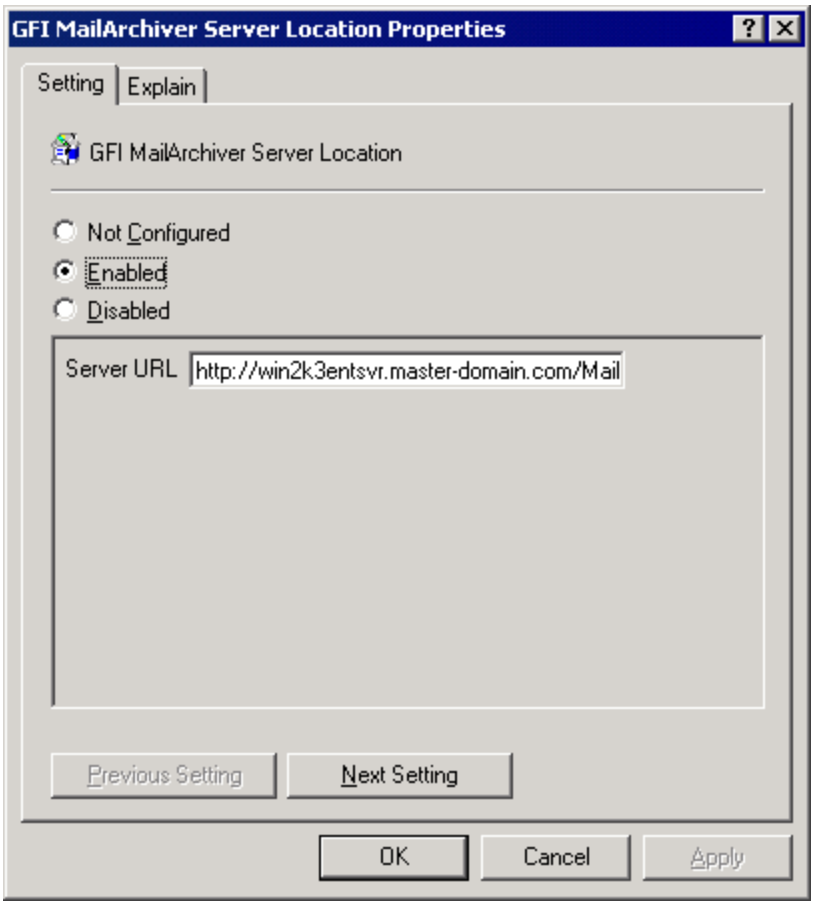
9. Click **Finish** to close 'Select Group Policy Object' dialog. Click **Close** to close 'Add standalone Snap-in' dialog and click **OK** to close 'Add/Remove Snap-in' dialog; to return to the Microsoft Management Console.

10. Navigate to **Console Root > <domain policy> > User Configuration > Policies**, right-click **Administrative Templates**, and select **Add/Remove Templates…**.

11. Click **Add…**, browse for the file `gfiapps.adm` located in: <Program Files\GFI\MailArchiver\Outlook> and click **Open**.

12. Click **Close** to return to the Microsoft Management Console.

13. Expand **Console Root > <domain policy> > User Configuration > Policies > Administrative Templates > Classic Administrative Templates (ADM) > GFI Applications**.



Screenshot 89: Setting GFI MailArchiver server URL in Windows® Server 2003 GPO

14. From the right pane, double click **GFI MailArchiver Server Location** policy and select **Enabled**. In the Server URL text box enter the URL where user machines can access GFI MailArchiver in the form `http://<hostname>/<GFI MailArchiver virtual folder name>`

For example:

`http://win2k3entsvr.master-domain.com/MailArchiver`

15. <Optional> Click **Next Setting** and configure the following settings. For each option select **Not Configured** to use the default value or click **Enable** to specify a custom value.

- **GFI MailArchiver Outlook® Connector Data Path Root** - specify a different root location where store configurations and local emails are stored on client machines. For example, type '`%MyDocuments%`' to store in the My Documents folder of the logged on user.
- **GFI MailArchiver Outlook® Connector days span** - specify the number of days for which emails are synchronized. Only emails received within this time span are accessible through GFI MailArchiver Outlook® Connector.
- **GFI MailArchiver Outlook® Connector download batch size** - Specify how many emails can be downloaded during one synchronization session.
- **GFI MailArchiver Outlook® Connector connection timeout** - Specify the timeout period in milliseconds for accessing data from the GFI MailArchiver server.
- **GFI MailArchiver Outlook® Connector maximum offline days** - Specify the maximum number of days which a user can set for emails offline access.
- **GFI MailArchiver Outlook® Connector offline support** - Enable or disable offline support. If offline support is enabled, specify the number of days to support offline access. If this setting is enabled:
  - Users are not allowed to modify offline access
  - GFI MailArchiver Outlook® Connector maximum offline days setting is ignored.

16. Click **OK** when all settings are configured.

17. Select **Console Root > <domain policy> > Computer Configuration > Policies > Software Settings**.

18. Right click **Software installation** and select **New > Package…**

19. In the **Open** dialog, locate the share where msi file is saved.

> **NOTE**
>
> When selecting the location of the msi file ensure that this is done through 'My network locations' so that the share name in GFI MailArchiver includes the full network share location rather than the local path.

20. Choose the deployment option - select **Assigned** and **OK**.

21. GFI MailArchiver Outlook Connector will be installed the **Next** time each client machine is started.

To check installation, from Microsoft Outlook®, check that a new folder called **GFI MailArchiver Mailbox** is created.

For information on how to use the GFI MailArchiver Outlook Connector, refer to the Outlook Connector Manual available from:

http://go.gfi.com/?pageid=MAR_DownloadDocumentation

8.6 Configuring Manual Archiving

The GFI MailArchiver Outlook Addon enables users to manually archive emails and files (such as documents or images) from Microsoft Outlook®. This connector can be installed via Active Directory®

Group Policy Objects (GPO) or via manual install.

IMPORTANT

Emails archived through the GFI MailArchiver Outlook Addon get archived irrespective of any rules set in Rules-based Archiving.

8.6.1 How Does Manual Archiving Work?

1. Within Microsoft Outlook®, user selects an email, a group of emails, a file or a number of files, or a folder and uses the archive commands in the additional toolbar that is installed when GFI MailArchiver Outlook Addon is deployed.

NOTE

Using the **File Archiving** feature of GFI MailArchiver Outlook Addon, you can easily archive files from any location on your machine (including Microsoft Office documents), into GFI MailArchiver. This feature is designed to provide a centralized location for user data.

2. GFI MailArchiver Outlook Addon (installed on client machine) initiates a request to synchronize the selected emails with GFI MailArchiver.

8.6.2 GFI MailArchiver Outlook Addon System Requirements

8.6.3 Software

NOTE

The machines where GFI MailArchiver Outlook Addon is deployed must be able to connect to the GFI MailArchiver server.

Table 84: GFI MailArchiver Outlook Addon software requirements

SOFTWARE	DESCRIPTION
Supported Microsoft Outlook® Versions	» Microsoft Outlook® 2003 (including Service Packs 1, 2, 3 or 4) » Microsoft Outlook® 2007 (including Service Packs 1 or 2) » Microsoft Outlook® 2010 (x86 and x64 versions)
Supported Operating Systems	» Windows® 8 » Windows® 7 » Windows® Vista » Windows® XP » Windows® Server 2008 » Windows® Server 2003
Other Required Components	» HTTP port 80 (or HTTPS default port 443 for secure connections) - used by GFI MailArchiver Outlook Addon to connect with GFI MailArchiver. » Microsoft .NET® Framework 4 Client Profile

NOTE

GFI MailArchiver Outlook Addon cannot be installed on the Microsoft® Exchange Server.

NOTE

When using a web-filtering tool, this must be configured to allow all HTTP requests between GFI MailArchiver server and GFI MailArchiver Outlook Addon. Ensure that the GFI MailArchiver server's IP address, NETBIOS name and DNS name are not blocked by the web filter. For more information, refer to:

http://go.gfi.com/?pageid=MAR_WebFiltering

8.6.4 Hardware

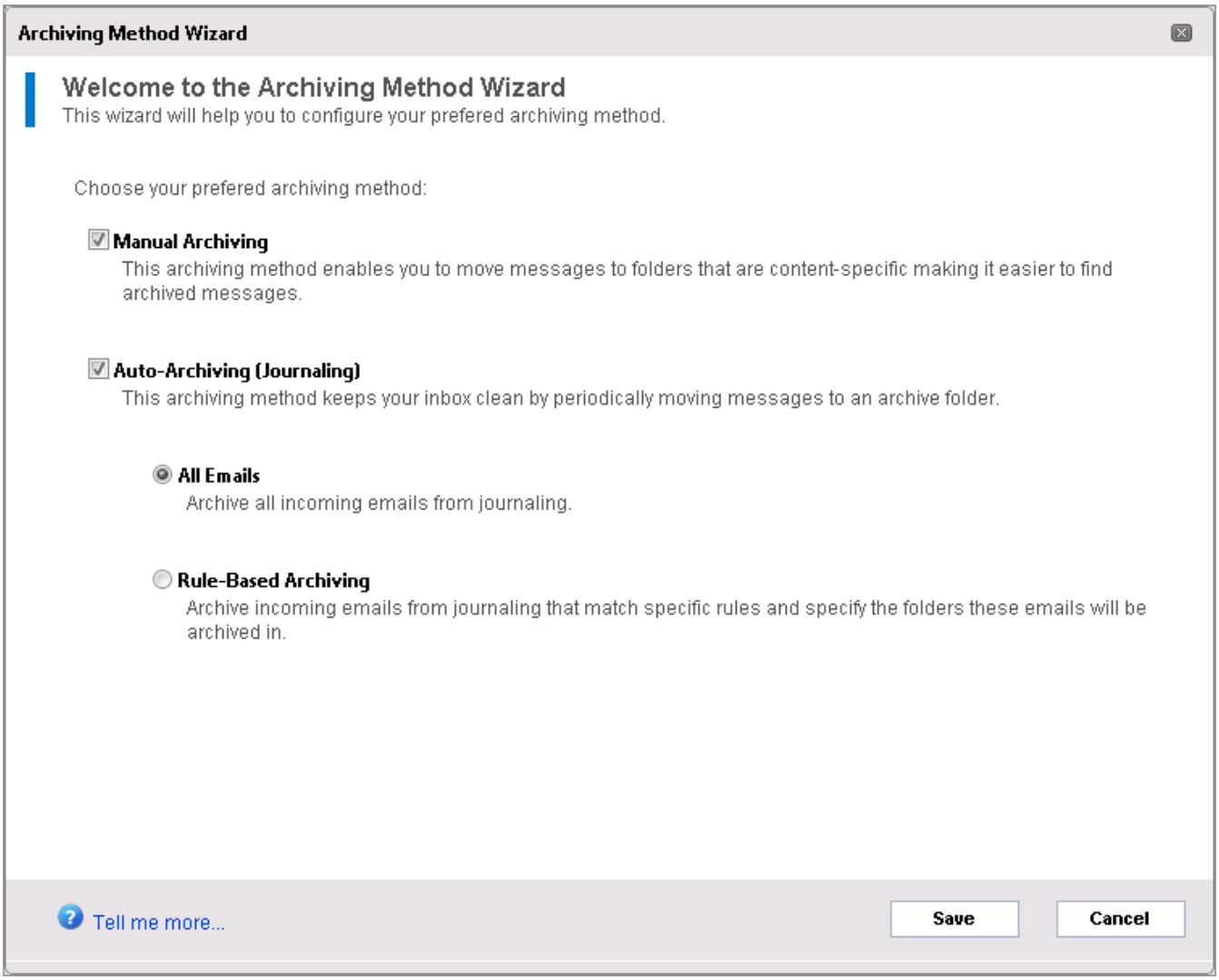
Table 85: GFI MailArchiver Outlook Addon hardware requirements

COMPONENT	REQUIREMENTS
Processor	1GHz processor or more.
Memory	**Minimum:** 512MB RAM **Recommended:** 2GB RAM
Physical Storage	20MB physical disk space required for GFI MailArchiver Outlook Addon installation. More space is required to store email headers and emails for offline access.

8.7 Enabling and Disabling GFI MailArchiver Outlook® Addon

To disable or enable GFI MailArchiver Outlook Addon:

1. Log on to GFI MailArchiver with a user that has administrative privileges.
2. From the **Configuration** page, select **Archiving Method**.
3. Click **Configure Archiving Method**.


Archiving Method Wizard
Welcome to the Archiving Method Wizard
This wizard will help you to configure your prefered archiving method.
Choose your prefered archiving method:
Manual Archiving
This archiving method enables you to move messages to folders that are content-specific making it easier to find archived messages.
Auto-Archiving (Journaling)
This archiving method keeps your inbox clean by periodically moving messages to an archive folder.
All Emails
Archive all incoming emails from journaling.
Rule-Based Archiving
Archive incoming emails from journaling that match specific rules and specify the folders these emails will be archived in.
Tell me more...
Save
Cancel

Screenshot 90: Enable or disable Manual Archiving

4. Perform one of the following actions:

» Select **Manual Archiving** to enable GFI MailArchiver Outlook Addon.

» Unselect **Manual Archiving** to disable GFI MailArchiver Outlook Addon.

5. Click **Save** to complete the configuration.

8.8 Downloading and Installing GFI MailArchiver Outlook Addon

The GFI MailArchiver Outlook Addon can be downloaded from the GFI MailArchiver web interface.

IMPORTANT

GFI MailArchiver Outlook Addon is not available for download if **Manual Archiving** is not enabled. For more information, refer to Configuring Archiving Method (page 98).

1. Open GFI MailArchiver.
2. Click **Email Client Access** tab.
3. From **Manual Archiving** area, click **Download Outlook Addon**.
4. Double click the downloaded file and follow the wizard to install.

> **NOTE**
>
> To verify successful installation, check that GFI MailArchiver Outlook Addon toolbar is visible within Microsoft Outlook®.

8.8.1 Changing the Outlook® Addon Tab Availability

By default, the GFI MailArchiver Outlook Addon tab is visible and available to all users when they log in GFI MailArchiver. To disable users from seeing it:

1. In the Email Client Access page, click on the GFI MailArchiver Outlook Addon tab.
2. Select an option and click **Save**. Available options are:

Table 86: Outlook® Connector Tab Availability options

OPTION	DESCRIPTION
Administrators only	Makes the GFI MailArchiver Outlook Addon tab available only to users that log on using domain administrator privileges.
All users and Administrators	Makes the GFI MailArchiver Outlook Addon tab available to all users, regardless of their logon privileges.

8.8.2 Installing GFI MailArchiver Outlook Addon Manually

1. Open GFI MailArchiver.
2. Click **Email Client Access** tab.
3. From **Manual Archiving** area, click **Download Outlook Addon**.
4. Double click the downloaded file and follow the wizard to install.

> **NOTE**
>
> To verify successful installation, check that Archive buttons are now visible within Microsoft Outlook®.

8.8.3 Installing Manual Archiving Plugin Through GPO

This section will help you install GFI MailArchiver Outlook Addon via GPO in the following environments:

- Windows® Server 2003
- Windows® Server 2008

8.8.4 Installing GFI MailArchiver Outlook Addon Through GPO Windows® Server 2003

1. Open GFI MailArchiver.
2. Click **Email Client Access** tab.
3. From **Manual Archiving** area, click **Download Outlook Addon**.
4. Save the downloaded file in a shared location accessible by all domains.
5. From command prompt, key in `mmc.exe` and click **Enter** to launch the Microsoft Management Console.
6. Click ***File > Add/Remove Snap-in…***.

7. Select **Group Policy Object Editor** snap-in and click **Add**.

8. Click **Browse…** and select the domain policy to edit.

9. Select the domain policy and click **OK**.

10. Click **Finish** to close 'Select Group Policy Object' dialog. Click **Close** to close 'Add standalone Snap-in' dialog and click **OK** to close 'Add/Remove Snap-in' dialog; to return to the Microsoft Management Console.

11. Navigate to **Console Root > <domain policy> > User Configuration**, right-click **Administrative Templates**, and select **Add/Remove Templates….**

12. Click **Add…**, browse for the file `gfiapps.adm` located in: <*Program Files\GFI\MailArchiver\Outlook*> and click **Open**.

13. Click **Close** to return to the Microsoft Management Console.

14. Expand **Console Root > <domain policy> > User Configuration > Administrative Templates > Classic Administrative Templates (ADM) > GFI Applications**.

15. From the right pane, double click **GFI MailArchiver Server Location** policy and select **Enabled**. In the Server URL text box enter the URL where user machines can access GFI MailArchiver in the form `http://<hostname>/<GFI MailArchiver virtual folder name>`

For example:

`http://win2k3entsvr.master-domain.com/MailArchiver`

16. Click **OK** when all settings are configured.

17. Select **Console Root > <domain policy> > User Configuration > Software Settings**.

18. Right click **Software installation** and select **New > Package…**

19. In the **Open** dialog, locate the share where msi file is saved.

> **NOTE**
>
> When selecting the location of the msi file ensure that this is done through 'My network locations' so that the share name in GFI MailArchiver includes the full network share location rather than the local path.

20. Choose the deployment option - select **Assigned** and **OK**.

21. GFI MailArchiver Outlook Addon will be installed the **Next** time each client machine is started.

To check installation, verify that the GFI MailArchiver Outlook Addon toolbar is visible in Microsoft Outlook®.

> **NOTE**
>
> For information on how to use the GFI MailArchiver Outlook Addon, refer to the GFI MailArchiver Outlook Addon manual available from:
>
> http://www.gfi.com/mar/manual/

8.8.5 Installing Manual Archiving Through GPO Windows® Server 2008

1. Open GFI MailArchiver.

2. Click **Email Client Access** tab.

3. From **Manual Archiving** area, click **Download Outlook Addon**.

4. From command prompt, key in `mmc.exe` and click **Enter** to launch the Microsoft Management Console.

5. Click ***File > Add/Remove Snap-in…*** and click **Add...**

6. Select **Group Policy Management Editor** snap-in and click **Add**.

7. Click **Browse…** and select the domain policy to edit.

8. Select the domain policy and click **OK**.

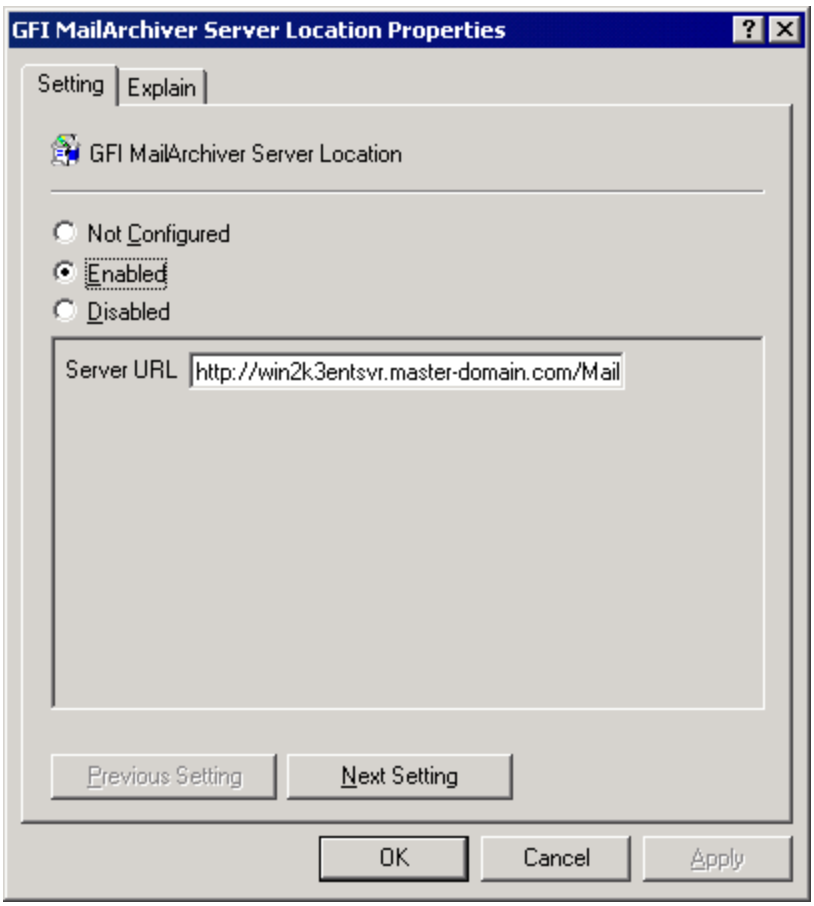
9. Click **Finish** to close 'Select Group Policy Object' dialog. Click **Close** to close 'Add standalone Snap-in' dialog and click **OK** to close 'Add/Remove Snap-in' dialog; to return to the Microsoft Management Console.

10. Navigate to **Console Root > <domain policy> > User Configuration > Policies**, right-click **Administrative Templates**, and select **Add/Remove Templates….**

11. Click **Add…**, browse for the file gfiapps.adm located in: <Program Files\GFI\MailArchiver\Outlook> and click **Open**.

12. Click **Close** to return to the Microsoft Management Console.

13. Expand **Console Root > <domain policy> > User Configuration > Policies > Administrative Templates > Classic Administrative Templates > GFI Applications**.



Screenshot 91: Setting GFI MailArchiver server URL in Windows® Server 2008 GPO

14. From the right pane, double click **GFI MailArchiver Server Location** policy and select **Enabled**. In the Server URL text box enter the URL where user machines can access GFI MailArchiver in the form `http://<hostname>/<GFI MailArchiver virtual folder name>`

For example:

`http://win2k3entsvr.master-domain.com/MailArchiver`

15. <Optional> Click **Next Setting** and configure the following settings. For each option select **Not Configured** to use the default value or click **Enable** to specify a custom value.

- **Data Path Root** - specify a different root location where store configurations and local emails are stored on client machines. For example, type '%MyDocuments%' to store in the My Documents folder of the logged on user.
- **Days span** - specify the number of days for which emails are synchronized. Only emails received within this time span are accessible through GFI MailArchiver Outlook Addon.
- **Download batch size** - Specify how many emails can be downloaded during one synchronization session.
- **Connection timeout** - Specify the timeout period in milliseconds for accessing data from the GFI MailArchiver server.
- **Maximum offline days** - Specify the maximum number of days which a user can set for emails off-line access.
- **Offline support** - Enable or disable offline support. If offline support is enabled, specify the number of days to support offline access. If this setting is enabled:
  - Users are not allowed to modify offline access
  - GFI MailArchiver Outlook Addon maximum offline days setting is ignored.

16. Click **OK** when all settings are configured.

17. Select **Console Root > <domain policy> > User Configuration > Software Settings**.

18. Right click **Software installation** and select **New > Package…**

19. In the **Open** dialog, locate the share where msi file is saved.

> **NOTE**
>
> When selecting the location of the msi file ensure that this is done through 'My network locations' so that the share name in GFI MailArchiver includes the full network share location rather than the local path.

20. Choose the deployment option - select **Assigned** and **OK**.

21. GFI MailArchiver Outlook Addon will be installed the **Next** time each client machine is started.

To check installation, verify that the GFI MailArchiver Outlook Addon toolbar is visible in Microsoft Outlook®.

NOTE

For information on how to use the GFI MailArchiver Outlook Addon, refer to the GFI MailArchiver Outlook Addon manual available from:

http://www.gfi.com/mar/manual/

8.8.6 Configuring Outlook Addon

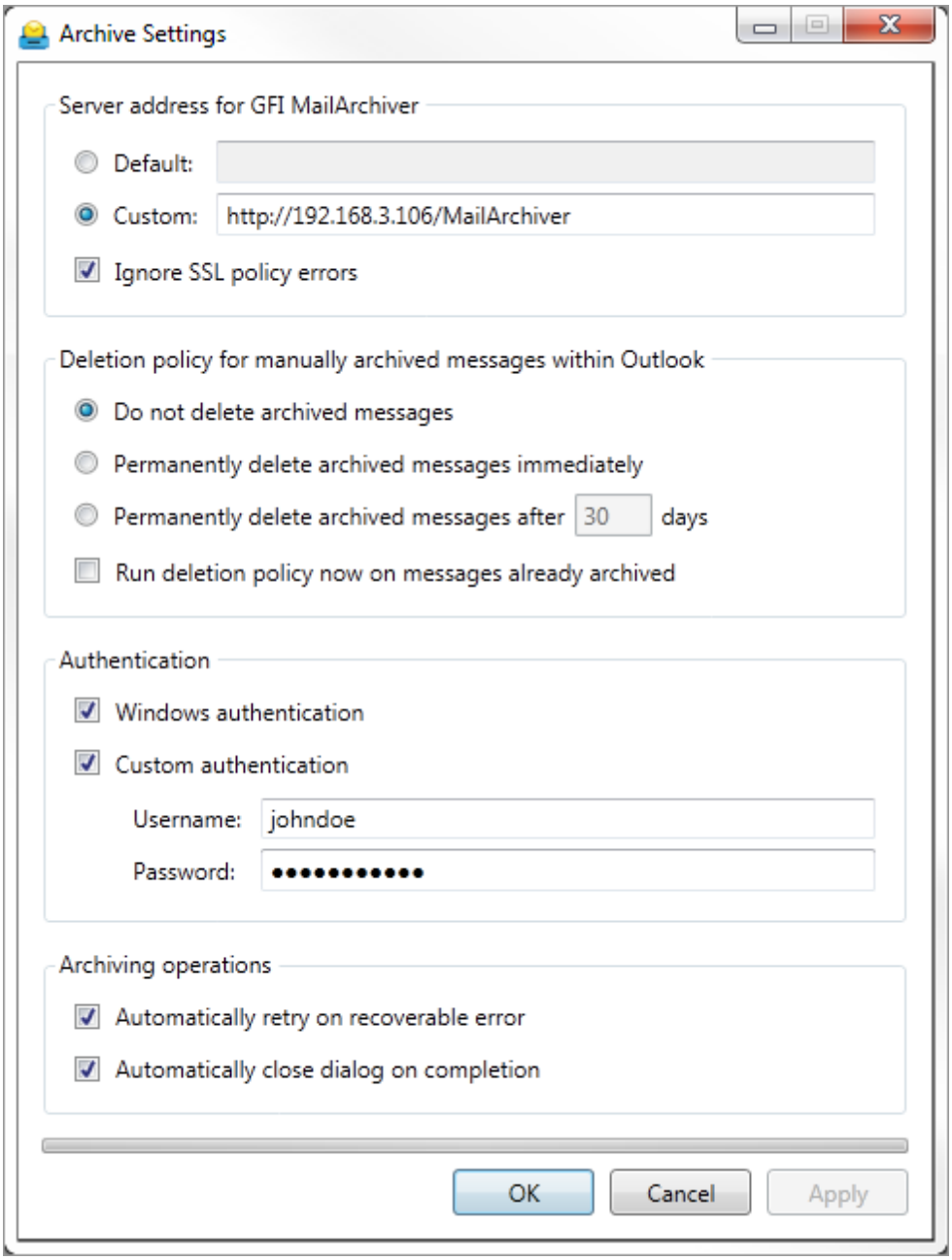
When GFI MailArchiver Outlook Addon is installed, default settings are sufficient for the add-in to operate. However, various settings can be customized according to the user's preferences.

To change default settings:

1. Open Microsoft Outlook®.

2. In Microsoft Outlook® ribbon, click **Addon**.

3. From the drop down menu, click **Settings**.



Screenshot 92: GFI MailArchiver Outlook Addon configuration settings.

4. In the **Service address for GFI MailArchiver** area, select from the following options:

Table 87: Outlook® Addon Server address configuration

OPTION	DESCRIPTION
Default	This field contains the server address if GFI MailArchiver Outlook Addon is installed through GPO and your Systems Administrator has also deployed the server address. If the field is blank, you will receive an error when trying to archive an email.
Custom	Manually specify the address where GFI MailArchiver is installed.
Ignore SSL Policy errors	This option is enabled by default. It enables GFI MailArchiver Outlook Addon to connect to GFI MailArchiver, ignoring SSL policy errors when validating the remote certificate provided by the GFI MailArchiver for authentication. This allows users to connect to GFI MailArchiver server over SSL even if the server is using a self-signed, expired, withdrawn, compromised, or otherwise invalid certificate.

IMPORTANT

The **Service address for GFI MailArchiver** is always set to **Default**, even when GFI MailArchiver Outlook Addon is installed manually. If the field is blank, perform the following actions:

1. Contact your System Administrator and ask for the server address
2. Click the **Custom** button and type the address provided in the address field.

5. Under **Deletion policy for manually archived messages within Outlook** select one of the following options:

Table 88: Actions to perform on local emails

OPTION	DESCRIPTION
Do not delete archived messages	Select this option to keep all emails from being deleted after they are archived.
Permanently delete archived messages immediately	When selected, the emails will be deleted as soon as they are archived.
Permanently delete archived messages after N days	Specify the number of days to keep local copies of messages after these have been archived (Default 30 days).
Apply deletion policy retroactively	When enabled, the retention method selected will be applied to all old emails that were archived but not yet deleted. If this option is not selected, email deletion will become effective only on emails archived from that day onward.

NOTE

These settings do not effect emails stored within the archive store in GFI MailArchiver and are not affected by retention policies configured in GFI MailArchiver.

6. In the **Authentication** area, specify one or both methods of authentication:

Table 89: Outlook Addon authentication method

OPTION	DESCRIPTION
Windows authentication	GFI MailArchiver Outlook Addon uses your Windows® credentials to connect with GFI MailArchiver server. This method is used when you are working in an Intranet environment and connected to the same Active Directory® domain as the GFI MailArchiver server.
Custom authentication	Select this method of authentication to connect to GFI MailArchiver from a remote location outside your organization's network. The **Username** and **Password** provided here are authenticated on the GFI MailArchiver server. **IMPORTANT** **When forms authentication is configured on the server, GFI MailArchiver Outlook Addon requires custom authentication.**

7. In the **Archiving Operations** area, select from the following options:

Table 90: Outlook Addon archiving options

OPTION	DESCRIPTION
Automatically retry on recoverable error	When selected, GFI MailArchiver Outlook Addon automatically retries to archive the selected email when a problem is encountered and recovered.
Automatically close dialog on completion	Select this option to automatically close the Archive Progress dialog after the selected email is archived.

8. Click **OK**.

8.9 Configuring GFI MailArchiver IMAP Client Access

GFI MailArchiver supports a number of e-mail clients that use IMAP to transfer archived e-mail messages from the Archive Stores to the email client. Users are able to access a read-only view of their archived emails using one of the following supported email clients:

- Android email application
- Apple Mail
- iOS5 email application
- Microsoft Outlook® 2003
- Microsoft Outlook® 2007
- Microsoft Outlook® 2010
- Microsoft Outlook® 2013
- Microsoft Outlook® 2011 for Mac
- Mozilla Thunderbird
- Windows® Live Mail

NOTE

Internet Message Access Protocol (IMAP) is an Internet protocol for e-mail retrieval. When IMAP is enabled for the first time, you may notice a delay until your email client synchronizes with GFI MailArchiver to retrieve archived emails.

Viewing Shared Mailboxes

As a user with access to other users' mailboxes, you can use your IMAP account to view the shared mailboxes you have access to. To do this, you need to configure a new account for each shared mailbox. Follow the instructions on how to create a new IMAP client account in the email client of your choice, however, as a username, type your username in the following format: `<your email address> ¦ <user email address>` using your own password.

IMPORTANT

To configure email clients to use IMAP, you must first configure the IMAP Server. For more information, refer to Configuring IMAP Server (page 134).

8.9.1 Configuring IMAP in Apple Mail 3.0

Follow these instructions to configure IMAP in Apple Mail 3.0:

> **NOTE**
>
> The following configuration requires an Internet connection.

1. Click **Mail > Preferences....**
2. On the **Accounts** tab, click the + button to add a new account.
3. Enter the following information:

OPTION	VALUE
Full Name:	[your name]
Email Address:	[full email address]
Password:	[your password]

4. Click **Continue**.
5. Enter the following **Incoming Mail Server** information:

OPTION	VALUE
Account Type:	Select IMAP
Description	Enter account description
Incoming Mail Server:	imap.gfi.com
User Name:	[full email address]
Password:	[your password]

6. Click **Continue** to view the **Incoming Mail Security** screen.
7. Select **Use Secure Sockets Layer (SSL)** to connect to GFI MailArchiver using an encrypted connection.

> **NOTE**
>
> If SSL is not enabled, the connection will be unencrypted.

8. Enter the following **Outgoing Mail Server** information:

OPTION	VALUE
Outgoing Mail Server:	smtp.gfi.com
Use Authentication:	selected
User Name:	[User name]
Password:	[your password]

9. Click **Continue**.
10. Review your Account Summary, and click **Create**.
11. Select the account you just created.
12. In the **Advanced** tab, enter the following information:

OPTION	VALUE
Port	Use the default port number **44143** or the port number specified by your Systems Administrator.
Use SSL	Select to connect to GFI MailArchiver using an encrypted connection.

8.9.2 Configuring IMAP in iOS5

Follow these instructions to configure IMAP in iOS5:

> **NOTE**
>
> The following configuration requires an Internet connection.

1. Tap **Settings** and select **Mail, Contacts, Calendars**.
2. In the **Accounts** section, tap **Add Account**.
3. From the list, select **Other**.
4. Select **Add Mail Account** and enter the following information:

OPTION	VALUE
Name:	[your name]
Address:	[full email address]
Password:	[your password]
Description:	[meaningful description]

5. Tap **Next**. The device will connect to the Internet and check your account.
6. Select **IMAP** and enter the following information:

INCOMING MAIL SERVER DETAILS:	VALUE
Host Name:	[IMAP server name]
User Name:	[full email address]
Password:	[your password]

OUTGOING MAIL SERVER DETAILS:	VALUE
Host Name:	[SMTP server name]
User Name:	[User name]
Password:	[your password]

> **NOTE**
>
> Outgoing Mail Server details must be provided by your Systems Administrator.

7. Tap **Next**. If you receive an error indicating that you **Cannot Connect Using SSL**, tap **Yes** to continue without SSL, then tap **Save**.

> **NOTE**
>
> SSL can be configured after you save the new email account. If SSL is not enabled, the connection will be unencrypted.

8. From **Mail, Contacts, Calendars**, locate the account you created under the **Accounts** section.
9. Tap the account name, scroll to **Advanced**.

10. Under Incoming Settings, change **Server Port** number to the default port number **44143** or the port number specified by your Systems Administrator.

11. Tap **Use SSL** to turn it on.

12. Tap **Next**. The device will verify the information you entered.

8.9.3 Configuring IMAP in Microsoft Outlook® 2003

1. Start Outlook®.

2. On the **Tools** menu, click **E-mail Accounts**.

3. Under **E-mail Accounts**, click **Add a new e-mail account**, and then click **Next**.

4. Click **IMAP** as the type of account that you are creating, and then click **Next**.

5. In the **User Information** section enter the following information:

OPTION	VALUE
Your Name:	[your name]
E-mail Address:	[full e-mail address]

6. In the **Server Information** section enter the following information:

OPTION	VALUE
Incoming mail server (IMAP):	[IMAP Server name]
Outgoing mail server (SMTP):	[SMTP server name provided by your Systems Administrator]

7. In the **Logon Information** section enter the following information:

OPTION	VALUE
User Name:	[full e-mail address]
Password:	[your password]

8. Click **More Settings > Advanced** enter the following information:

OPTION	VALUE
Incoming server (IMAP):	Use the default port number **44143** or the port number specified by your Systems Administrator.
This server requires an encrypted connection	Select this option to connect using an encrypted connection.

> **NOTE**
>
> If SSL is not enabled, the connection will be unencrypted.

9. Click **Next** after you have completed entering this configuration information, and then click **Finish**.

8.9.4 Configuring IMAP in Microsoft Outlook® 2007

1. Start Outlook®.

2. On the **Tools** menu, click **Options**.

3. On the **Mail Setup** tab, click **Email Accounts**.

4. Click **New**.

5. In the **Auto Account Setup** dialog box, select **Manually configure server settings or additional server types**, then click **Next**.

6. Click **Internet E-Mail**, and then click **Next**.

7. In the **User Information** section enter the following information:

OPTION	VALUE
Your Name:	[your name]
E-mail Address:	[full e-mail address]

8. In the **Server Information** section enter the following information:

OPTION	VALUE
Account Type:	IMAP
Incoming mail server:	[IMAP server name]
Outgoing mail server (SMTP):	[SMTP server name provided by your Systems Administrator]

9. In the **Logon Information** section enter the following information:

OPTION	VALUE
User Name:	[full e-mail address]
Password:	[your password]

10. Click **More Settings > Advanced** enter the following information:

OPTION	VALUE
Incoming server (IMAP):	Use the default port number **44143** or the port number specified by your Systems Administrator.
Use the following type of encrypted connection:	Select the encryption method provided by your Systems Administrator. **NOTE** If prompted, accept the Security Certificate.

NOTE

If 'NONE' is selected as the type of encryption, the connection will be unencrypted.

11. Click **Next** after you have completed entering this configuration information, and then click **Finish**.

8.9.5 Configuring IMAP in Microsoft Outlook® 2010

1. Start Outlook®.
2. On the **File** menu, click **Info**, then click **Account Settings**.
3. Select **Account Settings** from the list.
4. On the **E-mail** tab, click **New**.
5. Select the **Manually configure server settings or additional server types** check box, and then click **Next**.
6. Click **Internet E-Mail**, and then click **Next**.
7. In the **User Information** section enter the following information:

OPTION	VALUE
Your Name:	[your name]
E-mail Address:	[full e-mail address]

8. In the **Server Information** section enter the following information:

OPTION	VALUE
Account Type:	IMAP
Incoming mail server:	[IMAP server name]
Outgoing mail server (SMTP):	[SMTP server name provided by your Systems Administrator]

9. In the **Logon Information** section enter the following information:

OPTION	VALUE
User Name:	[full e-mail address]
Password:	[your password]

10. Click **More Settings > Advanced** enter the following information:

OPTION	VALUE
Incoming server (IMAP):	Use the default port number **44143** or the port number specified by your Systems Administrator.
Use the following type of encrypted connection:	Select the encryption method provided by your Systems Administrator. **NOTE** If prompted, accept the Security Certificate.

NOTE

If 'NONE' is selected as the type of encryption, the connection will be unencrypted.

11. Click **Next** after you have completed entering this configuration information, and then click **Finish**.

8.9.6 Configuring IMAP in Microsoft Outlook 2013

1. Start Outlook®.
2. On the **File** menu, click **Info**, then click **Account Settings**.
3. Select **Account Settings** from the list.
4. On the **E-mail** tab, click **New**.
5. Select the **Manually configure server settings or additional server types** check box, and then click **Next**.
6. Click **Internet E-Mail**, and then click **Next**.
7. In the **User Information** section enter the following information:

OPTION	VALUE
Your Name:	[your name]
E-mail Address:	[full e-mail address]

8. In the **Server Information** section enter the following information:

OPTION	VALUE
Account Type:	IMAP
Incoming mail server:	[IMAP server name]
Outgoing mail server (SMTP):	[SMTP server name provided by your Systems Administrator]

9. In the **Logon Information** section enter the following information:

OPTION	VALUE
User Name:	[full e-mail address]
Password:	[your password]

10. Click **More Settings > Advanced** enter the following information:

OPTION	VALUE
Incoming server (IMAP):	Use the default port number **44143** or the port number specified by your Systems Administrator.
Use the following type of encrypted connection:	Select the encryption method provided by your Systems Administrator. **NOTE** If prompted, accept the Security Certificate.

NOTE

If 'NONE' is selected as the type of encryption, the connection will be unencrypted.

11. Click **Next** after you have completed entering this configuration information, and then click **Finish**.

8.9.7 Configuring IMAP in Outlook® 2011 for Mac

Follow these instructions to configure IMAP Outlook® 2011 for Mac:

1. Open Outlook® 2011.

2. If you see a Welcome to Outlook® screen, click **Add Account**. Otherwise click **Tools > Accounts** and click **+** in the menu bar.

3. Click **E-mail Account**.

4. Enter the following information:

OPTION	VALUE
Email Address:	[full email address]
Password:	[your password]
User Name:	[full email address]
Type:	Select IMAP
Incoming Server:	[IMAP server name]
Select Override default port and enter port number:	Use the default port number **44143** or the port number specified by your Systems Administrator.
Use SSL to connect (recommended)	Select to connect to GFI MailArchiver using an encrypted connection. **NOTE** If SSL is not enabled, the connection will be unencrypted.
Outgoing Server:	[SMTP server name provided by your Systems Administrator]

NOTE

Un-select **Configure Automatically**.

5. Click **Add Account**.

6. In the **Accounts** window, click on **More Options** and set **Authentication** to **Use Incoming Server Info**.

7. Click **Advanced** and select **Use IMAP IDLE (If the server supports it)** to be notified when there are new messages.

8. Click **OK**.

8.9.8 Configuring IMAP in Windows® Live Mail

1. Open Windows® Live Mail and from the Accounts tab, click Email.

2. In the **Add your email accounts** window enter the following information:

OPTION	VALUE
Email Address:	[full email address]
Password:	[your password]
Manually configure server settings:	[Selected]

3. Click **Next**.

4. In the **Configure server settings** window enter the following information:

OPTION	VALUE
Incoming server information:	
Server type:	[port number]
Server address:	[IMAP server name]
Port:	Use the default port number **44143** or the port number specified by your Systems Administrator.
Requires a secure connection (SSL):	Select to connect to GFI MailArchiver using an encrypted connection. **NOTE** If SSL is not enabled, the connection will be unencrypted.
Authenticate using:	[Clear text]
Outgoing server information:	[Use details provided by your Systems Administrator]

5. Click **Next**, then click **Finish**.

8.9.9 Configuring IMAP on Android

Follow these instructions to configure IMAP on Android devices:

> **NOTE**
>
> The following configuration requires an Internet connection.

1. Launch Email client and select option to create a new IMAP email account.

2. Configure the following Incoming Mail Server settings:

OPTION	VALUE
Email Address:	[full email address]
Password:	[your password]

3. In **Manual setup** mode, enter the following information:

OPTION	VALUE
Username:	[full email address]

OPTION	VALUE
Password:	[your password]
IMAP server:	[IMAP server name]
Port:	Use the default port number **44143** or the port number specified by your Systems Administrator.
Security type:	Select the Security type provided by your Systems Administrator. **NOTE** If **Security Type** is set to **None**, your connection to the IMAP server will be unencrypted.

4. After entering your IMAP configuration parameters, the device checks your incoming settings.

5. When prompted, enter Outgoing server settings supplied by your System Administrator. The device checks your outgoing settings.

> **NOTE**
>
> Configuration instructions depend on your Android OS version. Consult your device documentation for more information on how to set up a new IMAP account.

8.9.10 Configuring IMAP in Mozilla Thunderbird 10

Follow these instructions to configure IMAP in Mozilla Thunderbird 10:

1. In Thunderbird, select **File > New > Mail Account**.

2. In the **Mail Account Setup** screen enter the following information:

OPTION	VALUE
Your name:	[first and last name]
Email address:	[full email address]
Password:	[your password]

3. Click **Continue**.

> **NOTE**
>
> Click **Stop** to prevent Thunderbird from automatically detecting account settings, then click **Manual config**.

4. In **Mail Account Setup**, enter the following information:

OPTION	VALUE
Incoming:	From the drop down menu, select **IMAP**.
Server hostname:	[IMAP server name]
Port:	[use default]
SSL:	Select the encryption type provided by your Systems Administrator. **NOTE** If SSL is not enabled, the connection will be unencrypted.
Authentication:	[Normal password]
Outgoing:	[Use settings provided by your Systems Administrator]

5. Click **Advanced Config** and under the account name locate **Server Settings**. Enter the following information:

OPTION	VALUE
Port:	Use the default port number **44143** or the port number specified by your Systems Administrator.
Username:	[full email address]

6. After Thunderbird verifies the account information, click **Create Account**.

7. Click **Get Mail** to download emails.

9 Import and Export Emails

GFI MailArchiver enables you to extract emails from various email databases and to import them into the Archive Stores.

IMPORTANT

If Microsoft Outlook® is not detected on the machine where the tool is running, the following import options are disabled:

- Import from .pst files
- Download to PST option when selecting Export data from GFI MailArchiver.

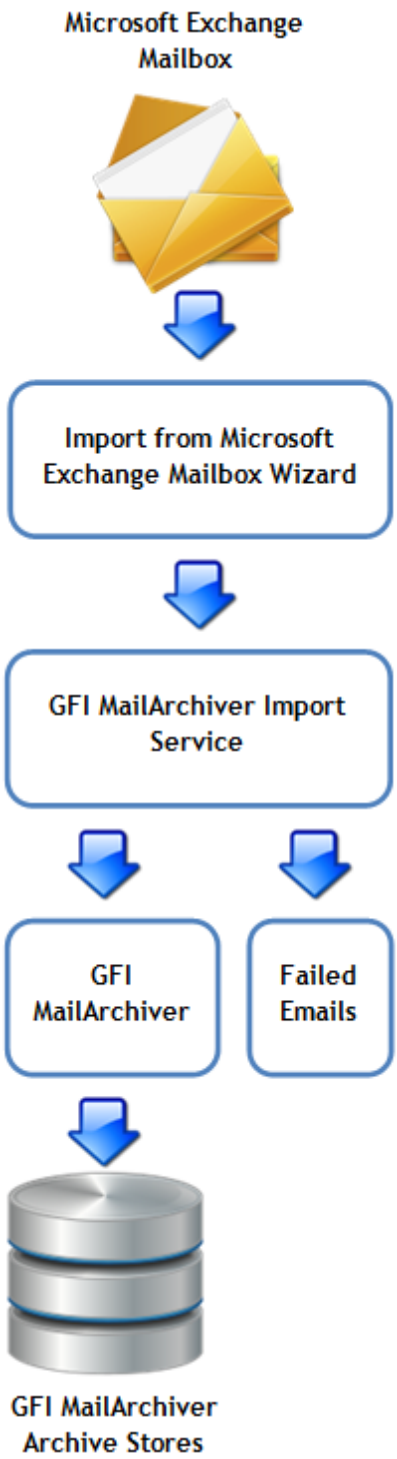
GFI MailArchiver supports only Microsoft Outlook® 2003/2007/2010 32bit.

Through GFI MailArchiver, you can also export emails from the Archive Stores, for example, to restore deleted emails. GFI MailArchiver Import Export Tool can export emails:

- to a specific email address
- to a folder on disk in .eml or .msg format
- to a PST file.

9.1 Import Emails From Microsoft® Exchange Mailboxes

The GFI MailArchiver Import Export Tool enables you to extract emails from Microsoft® Exchange mailboxes and import them to the GFI MailArchiver Archive Stores.



The process of adding email from Microsoft® Exchange Mailboxes to GFI MailArchiver involves the following procedure:

1. The GFI MailArchiver Import Export Tool extracts emails from Microsoft® Exchange mailboxes.

2. The GFI MailArchiver Import Export Tool converts the emails to MIME format.

3. The Import Service processes the extracted emails based on the date of each email.

4. GFI MailArchiver stores emails in the appropriate archive store.

9.1.1 Step 1: Importing emails from a remote computer

IMPORTANT

This section only applies when extracting emails from a remote machine. If importing emails from the same machine where GFI MailArchiver is installed, skip to Run the GFI MailArchiver Import Export Tool in this manual.

GFI MailArchiver lets you extract email mailboxes located on remote machines. To do this:

1. From the GFI MailArchiver machine, navigate to <*GFI MailArchiver installation path*>\MAIS\

2. Share **Pickup** folder to give full read and write permissions to the remote machine from where the GFI MailArchiver Import Export Tool is to run. To share a folder:

In Windows® Server 2003:

a. Right-click the Pickup folder and select **Sharing and Security**…

b. Select **Share this folder** and click **Permissions** button to enter the Permissions dialog.

c. Click **Add**.

d. Enter the username of the user where the tool is going to be run and click **Check Names** to confirm the user.

e. Click **OK** to add the user in the Permissions dialog.

f. In the Permissions dialog select the username added and select the Allow checkbox for **Full Control**.

g. Click **OK** to save and exit the Permissions dialog.

h. Click **OK** to save and exit the folder properties sharing dialog.

In Windows® Server 2008:

a. Right-click **Pickup** folder and select **Share**…

b. Specify the credentials under which the GFI MailArchiver Import Export Tool will run and click **Add**.

c. From the Permission Level drop-down list next to the added user, select **Co-owner**.

d. Select **Share** and click **Done**.

3. Return to where GFI MailArchiver is installed and copy the **MarcImportExport** folder.

4. Paste the folder on remote machine.

5. Open an instance of CMD

6. Browse to the **MarcImportExport** Folder on the local machine

7. Run the following command: `<regsvr32 redemption.dll>`

8. Run **MArcImportExport.exe**.

9.1.2 Microsoft® Exchange mailbox access permissions - Grant Permissions

The **Import from Microsoft Exchange Mailbox Wizard** within GFI MailArchiver Import Export Tool uses the credentials of the logged-on user when run on the Microsoft® Exchange Server machine directly. To run the wizard on a server that is not the Microsoft® Exchange Server 2003/2007/2010 machine, specify a user name and a password. This account needs to be granted full mailbox access ('SendAs' and 'ReceiveAs' permissions) on the mailboxes from which emails are to be extracted.

NOTE

It is recommended to remove these permissions after extracting the mailboxes.

See Also:

Importing mailboxes remotely from Microsoft Exchange 2003 server

Importing mailboxes remotely from Microsoft Exchange 2007

Importing mailboxes remotely from Microsoft Exchange 2007 SP1 / SP2 / SP3

Importing mailboxes remotely from Microsoft Exchange 2010

Importing mailboxes remotely from Microsoft® Exchange Server 2003 server

1. Open Microsoft® Exchange System Manager.

2. Navigate to **Servers > [*Server Name*] > [*Storage Group*]**, right click on the **Mailbox Store** and select **Properties**.

3. Select **Security** tab.

4. Click **Advanced** button and uncheck **Allow inheritable permissions…** checkbox.

5. In the Security dialog box, select **Copy**.

6. Click **OK** to apply changes and return to the Mailbox Store Security properties.

7. In the Security tab, select **Administrator** from the **Group or user names**.

8. From the **Permissions** list, check **Allow** check boxes for **Receive As** and **Send As**.

9. Repeat steps 7 and 8 to allow **Receive As** and **Send As** permissions for:

- Domain Admins
- Enterprise Admins
- Microsoft® Exchange Domain Servers.

10. Click **OK** to save settings.

11. Restart the Information Store:

    a. Navigate to **Start > Run**, type `services.msc`, and click **OK**.

    b. In the **Results** pane, right-click **Microsoft Exchange Information Store** service and click **Restart**.

Importing mailboxes remotely from Microsoft® Exchange Server 2007

1. Open the Microsoft Exchange Management Shell.

2. Run the following PowerShell commandlet:

```
Add-ADPermission -identity "Mailbox Store" -User "Trusted User" -
AccessRights GenericAll
```

> **NOTE**
>
> Replace **`Mailbox Store`** with the name of the mailbox store that contains the mailboxes to import and 'Trusted User' with the user that will be granted full mailbox access.

Example:

```
Add-ADPermission -Identity "Mailbox Database" -User "master-
domain\JohnSmith" -AccessRights GenericAll
```

Importing mailboxes remotely from Microsoft® Exchange Server 2007 SP1 SP2 SP3

1. Open the 'Exchange Management Shell' on the Microsoft® Exchange Server 2007.

2. Run the following Windows® PowerShell commandlet:

```
foreach ($exchangeServer in Get-ExchangeServer)
{
```

```
if ($exchangeServer.ServerRole -match 'ClientAccess')
{
Add-ADPermission -Identity $exchangeServer.DistinguishedName -User
'domain\user' -ExtendedRights ms-Exch-EPI-Impersonation
}
}
```

Example:

```
foreach ($exchangeServer in Get-ExchangeServer)
{
if ($exchangeServer.ServerRole -match 'ClientAccess')
{
Add-ADPermission -Identity $exchangeServer.DistinguishedName -User
'master-domain\administrator -ExtendedRights ms-Exch-EPI-Impersonation
}
}
```

Importing mailboxes remotely from Microsoft® Exchange Server 2010

1. Open the 'Exchange Management Shell' on the Microsoft® Exchange Server.

2. Run the following PowerShell commandlet:

```
New-ManagementScope -name "MAUMPolling" -recipientrestrictionfilter
{recipienttype -eq "UserMailbox"}
```

3. On completion, run the following PowerShell commandlet:

```
New-ManagementRoleAssignment -name "MAExportEmails" -
role:applicationimpersonation -user "administrator@domain.com" -
customrecipientwritescope "MAUMpolling"
```

Example:

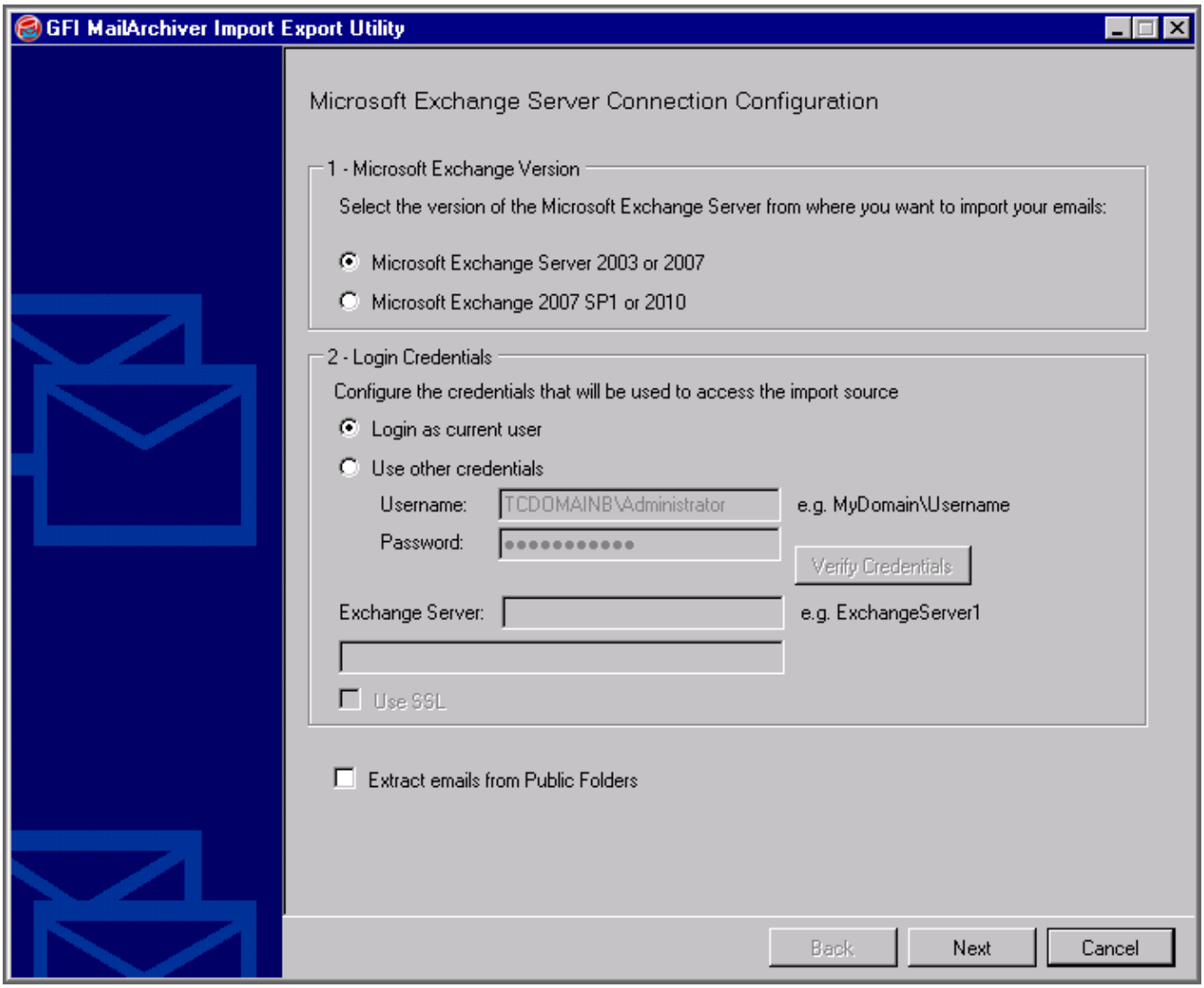
```
New-ManagementRoleAssignment -name " MAExportEmails " -
role:applicationimpersonation -user "administrator@mydomain.com"
-customrecipientwritescope "MAUMpolling"
```

9.1.3 Step 2: Run the GFI MailArchiver Import Export Tool

To export emails from Microsoft® Exchange mailboxes:

1. Launch the GFI MailArchiver Import Export Tool by navigating to **Start > Programs > GFI MailArchiver > GFI MailArchiver Import Export Tool**.

2. Click **Import from Microsoft Exchange mailbox**.


GFI MailArchiver Import Export Utility
Microsoft Exchange Server Connection Configuration
1 - Microsoft Exchange Version
Select the version of the Microsoft Exchange Server from where you want to import your emails:
Microsoft Exchange Server 2003 or 2007
Microsoft Exchange 2007 SP1 or 2010
2 - Login Credentials
Configure the credentials that will be used to access the import source
Login as current user
Use other credentials
Username:
TCDOMAINB\Administrator
e.g. MyDomain\Username
Password:
Verify Credentials
Exchange Server:
e.g. ExchangeServer1
Use SSL
Extract emails from Public Folders
Back
Next
Cancel

Screenshot 93: Importing from a Microsoft Exchange mailbox

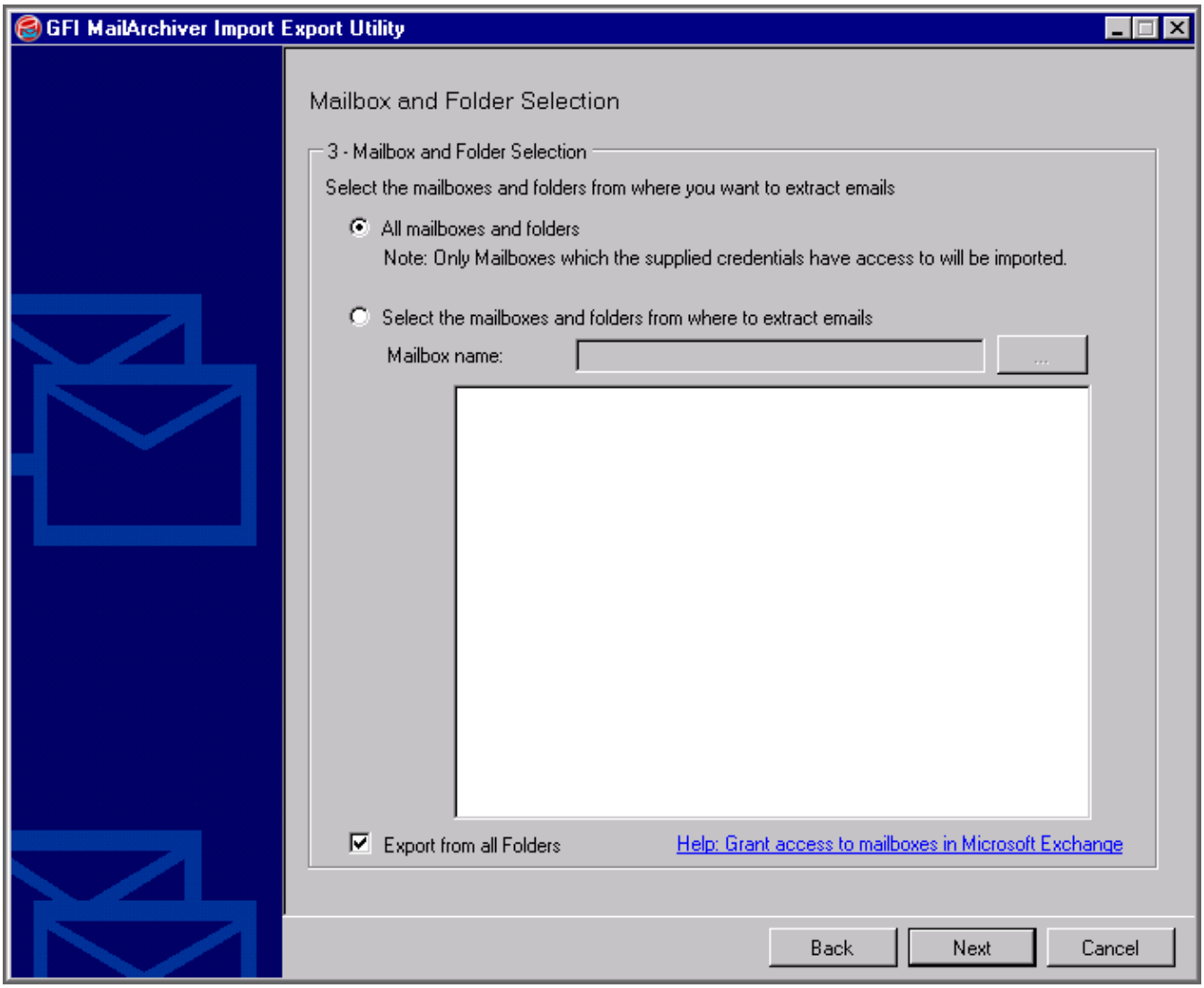
3. From the **Microsoft Exchange Version** area, select the applicable Microsoft® Exchange Server option:

- Microsoft® Exchange Server 2003 or 2007
- Microsoft® Exchange Server 2007 SP1 or 2010

4. From the **Login Credentials** area, configure a user with permissions to access the Microsoft® Exchange mailboxes to import. Configure:

- **Login as current user** – Login to Microsoft® Exchange Server using the credentials of the logged on user.
- **Use other credentials** – Specify the username (domain\username) and password of a user with full mailbox access permissions.
- **Exchange Server** – Specify the Microsoft® Exchange Server name or IP address.
- **Use SSL** – Check this option if the Microsoft® Exchange Server requires SSL connection.
- **Extract emails from Public Folders** – Check this option to extract emails from public folders.
- **Verify Credentials** – Click this button to confirm access and authentication with Microsoft® Exchange Server.

5. Click **Next** to continue.

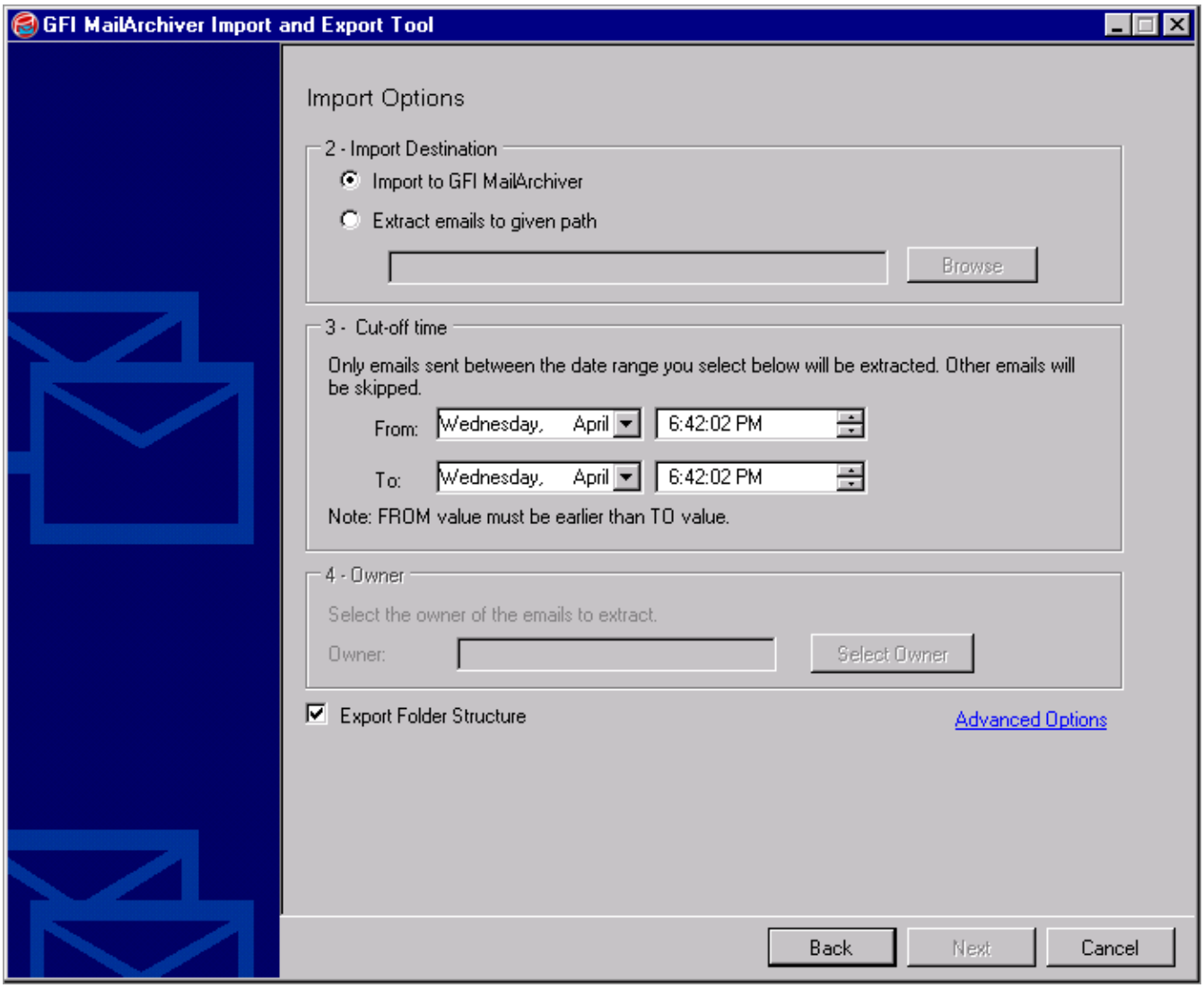

GFI MailArchiver Import Export Utility
Mailbox and Folder Selection
3 - Mailbox and Folder Selection
Select the mailboxes and folders from where you want to extract emails
All mailboxes and folders
Note: Only Mailboxes which the supplied credentials have access to will be imported.
Select the mailboxes and folders from where to extract emails
Mailbox name:
...
Export from all Folders
Help: Grant access to mailboxes in Microsoft Exchange
Back
Next
Cancel

Screenshot 94: Import from Microsoft Exchange: Mailbox and folder selection

6. Select the mailboxes and folders to import:

- **All mailboxes and folders** – import all the emails in mailboxes that the configured user has access to.
- **Select the mailboxes and folders from where to extract emails** – select this option to import the emails of a particular mailbox. Specify the **Mailbox name** or click … button to select a mailbox to import. To import emails from a particular folder only, check **Import emails from the following folder only** and key in the folder's name.
- **Export from all Folders** - Check this option to extract emails from public folders.

7. Click **Next** to continue.


GFI MailArchiver Import and Export Tool
Import Options
2 - Import Destination
Import to GFI MailArchiver
Extract emails to given path
Browse
3 - Cut-off time
Only emails sent between the date range you select below will be extracted. Other emails will be skipped.
From: Wednesday, April 6:42:02 PM
To: Wednesday, April 6:42:02 PM
Note: FROM value must be earlier than TO value.
4 - Owner
Select the owner of the emails to extract.
Owner:
Select Owner
Export Folder Structure
Advanced Options
Back
Next
Cancel

Screenshot 95: Import from Microsoft Exchange: Configure import options

8. From **Import destination** area, select one of the following options:

- **Import to GFI MailArchiver** – import emails to GFI MailArchiver Archive Stores.
- **Extract emails to given path** – extract emails to a location on disk in .txt format

9. In the **Cut-off time** area, specify a date range. Emails sent between the specified dates are extracted, while other emails are ignored.

10. In the **Owner** area, enable **Select the owner of the emails to extract** and specify the user in the **Owner** text box.

Example: If user@testdomain.com is specified in the **Owner** field, imported emails are displayed under user@testdomain.com.

11. Click **Next** to start the export process.

12. When the process completes, click **Finish**.

NOTE

The duration of the process depends on the amount of emails to extract.

9.1.4 Microsoft® Exchange mailbox access permissions - Revoke Permissions

Importing mailboxes on the Microsoft® Exchange Server

There are no permissions to be revoked when running the GFI MailArchiver Import Export Tool directly on the Microsoft® Exchange Server machine.

If the Import from Microsoft® Exchange Mailbox Wizard was run on a machine that is not the Microsoft® Exchange Server 2003/2007/2010 server, 'Send As' and 'Receive As' permissions are granted automatically to user credentials . It is recommended to revoke these permissions after running the GFI MailArchiver Import Export Tool.

Importing mailboxes remotely from Microsoft Exchange 2003 server:

a. Open Exchange System Manager.

b. Navigate to **Servers > <Server Name> > <Storage Group>**, right click **Mailbox Store** and select **Properties**.

c. Select **Security** tab.

d. From **Group or user names** box, select **Administrator**.

e. From the **Permissions** list, select **Deny** for **Receive As** and **Send As**.

f. Repeat steps 4 and 5 to deny **Receive As** and **Send As** permissions for:

- Domain Admins
- Enterprise Admins
- Exchange Domain Servers.

g. Click **Advanced** button, select **Allow inheritable permissions...** option, and click **OK**.

h. Click **OK** to exit the Mailbox Store Properties dialog.

i. Restart the Information Store:

a. Navigate to **Start > Run**, type `services.msc`, and click **OK**.

b. In the **Results** pane, right-click **Microsoft Exchange Information Store** service and click **Restart**.

Importing mailboxes remotely from Microsoft® Exchange Server 2007/2010 server:

1. Open the Microsoft Exchange Management Shell.

2. Run the following Windows® PowerShell commandlet:

```
Remove-ADPermission -identity "Mailbox Store" -User "Trusted User" -
AccessRights GenericAll
```

> **NOTE**
>
> Replace 'Mailbox Store' with the name of the mailbox store that contains the mailboxes of the users and 'Trusted User' with the user that was previously granted full mailbox access.

Example:

```
Remove-ADPermission -identity "Mailbox Database" -User "master-
domain/JohnSmith" -AccessRights GenericAll
```

9.2 Import emails from PST files locally

The GFI MailArchiver Import Export Tool enables you to extract emails from PST files. Emails can then be imported into the GFI MailArchiver archive stores.

IMPORTANT

If Microsoft Outlook® is not detected on the machine where the tool is running, the following import options are disabled:

- Import from .pst files
- Download to PST option when selecting Export data from GFI MailArchiver.

GFI MailArchiver supports only Microsoft Outlook® 2003/2007/2010 32bit.

The process of adding emails from PST files to GFI MailArchiver involves the following procedure:

1. The GFI MailArchiver Import Export Tool extracts emails from one or more PST files.

2. The GFI MailArchiver Import Export Tool converts the emails to MIME format.

3. The GFI MailArchiver Import Service processes the extracted emails based on the date of each email.

4. GFI MailArchiver stores emails in the appropriate archive store.

NOTE

Microsoft Outlook® 2003 (32 bit) or later must be installed on the machine running the GFI MailArchiver Import Export Tool.

NOTE

During extraction, emails in PST files are copied and the PST file is left in its original state.

9.2.1 Step 1: Importing emails from a remote computer

IMPORTANT

This section only applies when extracting emails from a remote machine. If importing emails from the same machine where GFI MailArchiver is installed, skip to Run the GFI MailArchiver Import Export Tool in this manual.

GFI MailArchiver lets you extract email mailboxes located on remote machines. To do this:

1. From the GFI MailArchiver machine, navigate to <*GFI MailArchiver installation path*>\MAIS\

2. Share **Pickup** folder to give full read and write permissions to the remote machine from where the GFI MailArchiver Import Export Tool is to run. To share a folder:

In Windows® Server 2003:

a. Right-click the Pickup folder and select **Sharing and Security**…

b. Select **Share this folder** and click **Permissions** button to enter the Permissions dialog.

c. Click **Add**.

d. Enter the username of the user where the tool is going to be run and click **Check Names** to confirm the user.

e. Click **OK** to add the user in the Permissions dialog.

f. In the Permissions dialog select the username added and select the Allow checkbox for **Full Control**.

g. Click **OK** to save and exit the Permissions dialog.

h. Click **OK** to save and exit the folder properties sharing dialog.

In Windows® Server 2008:

a. Right-click **Pickup** folder and select **Share**…

b. Specify the credentials under which the GFI MailArchiver Import Export Tool will run and click **Add**.

c. From the Permission Level drop-down list next to the added user, select **Co-owner**.

d. Select **Share** and click **Done**.

3. Return to where GFI MailArchiver is installed and copy the **MarcImportExport** folder.

4. Paste the folder on remote machine.

5. Open an instance of CMD

6. Browse to the **MarcImportExport** Folder on the local machine

7. Run the following command: `<regsvr32 redemption.dll>`

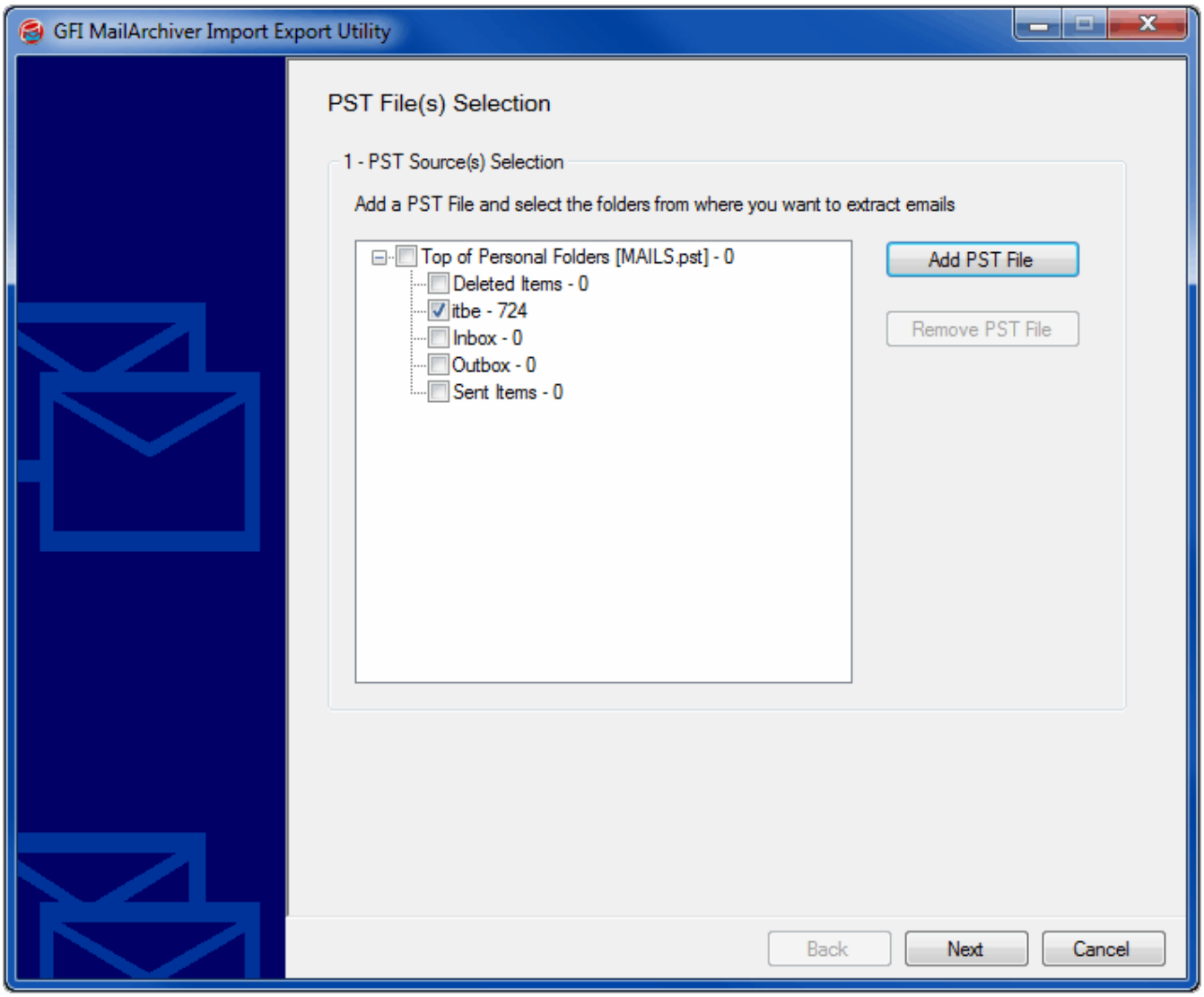
8. Run **MArcImportExport.exe**.

9.2.2 Step 2: Run the GFI MailArchiver Import Export Tool to Import from PST Files

Run GFI MailArchiver Import Export Tool to extract emails from PST file.

1. Navigate to **Start > Programs > GFI MailArchiver > GFI MailArchiver Import Export Tool**.

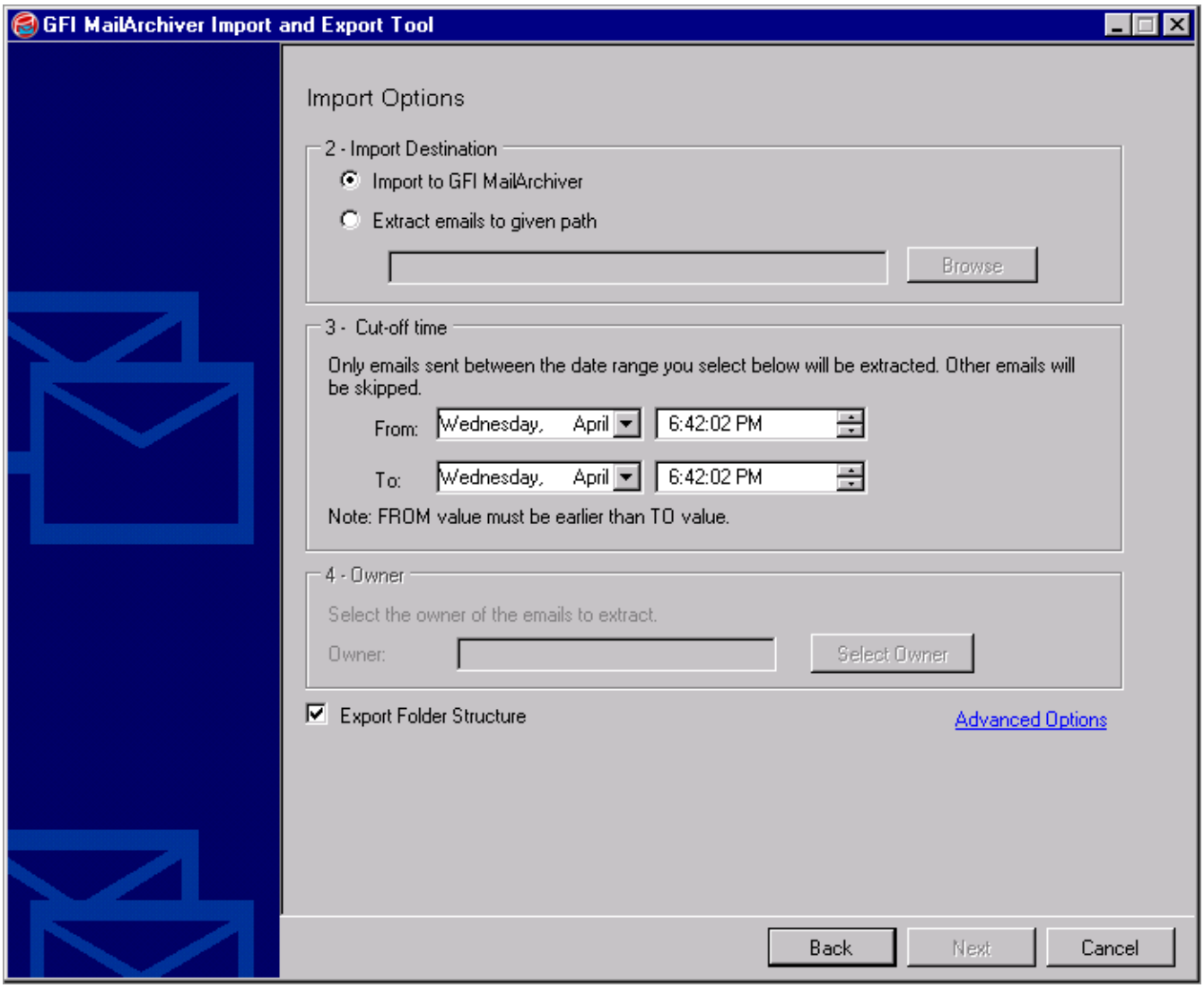
2. Click **Import from .pst files**.


GFI MailArchiver Import Export Utility
PST File(s) Selection
1 - PST Source(s) Selection
Add a PST File and select the folders from where you want to extract emails
Top of Personal Folders [MAILS.pst] - 0
Deleted Items - 0
itbe - 724
Inbox - 0
Outbox - 0
Sent Items - 0
Add PST File
Remove PST File
Back
Next
Cancel

Screenshot 96: Microsoft Outlook® personal folders (PST) files

3. Click **Add PST File** and select a PST file to extract. Repeat for each PST file to be added.

4. Click **Next** when all PST files are added.


GFI MailArchiver Import and Export Tool
Import Options
2 - Import Destination
Import to GFI MailArchiver
Extract emails to given path
Browse
3 - Cut-off time
Only emails sent between the date range you select below will be extracted. Other emails will be skipped.
From: Wednesday, April 6:42:02 PM
To: Wednesday, April 6:42:02 PM
Note: FROM value must be earlier than TO value.
4 - Owner
Select the owner of the emails to extract.
Owner:
Select Owner
Export Folder Structure
Advanced Options
Back
Next
Cancel

Screenshot 97: Import from Microsoft Exchange: Configure import options

5. From **Import destination** area, select one of the following options:

- **Import to GFI MailArchiver** – import emails to GFI MailArchiver Archive Stores.
- **Extract emails to given path** – extract emails to a location on disk in .txt format.

6. In the **Cut-off time** area, specify a date range. Emails sent between specified dates are extracted, all others are ignored.

7. In the **Owner** area, enable **Select the owner of the emails to extract** and specify the user in the **Owner** text box.

Example: If `user@testdomain.com` is specified in the **Owner** field, imported emails are displayed under `user@testdomain.com`.

8. Click **Next** to start the export process.

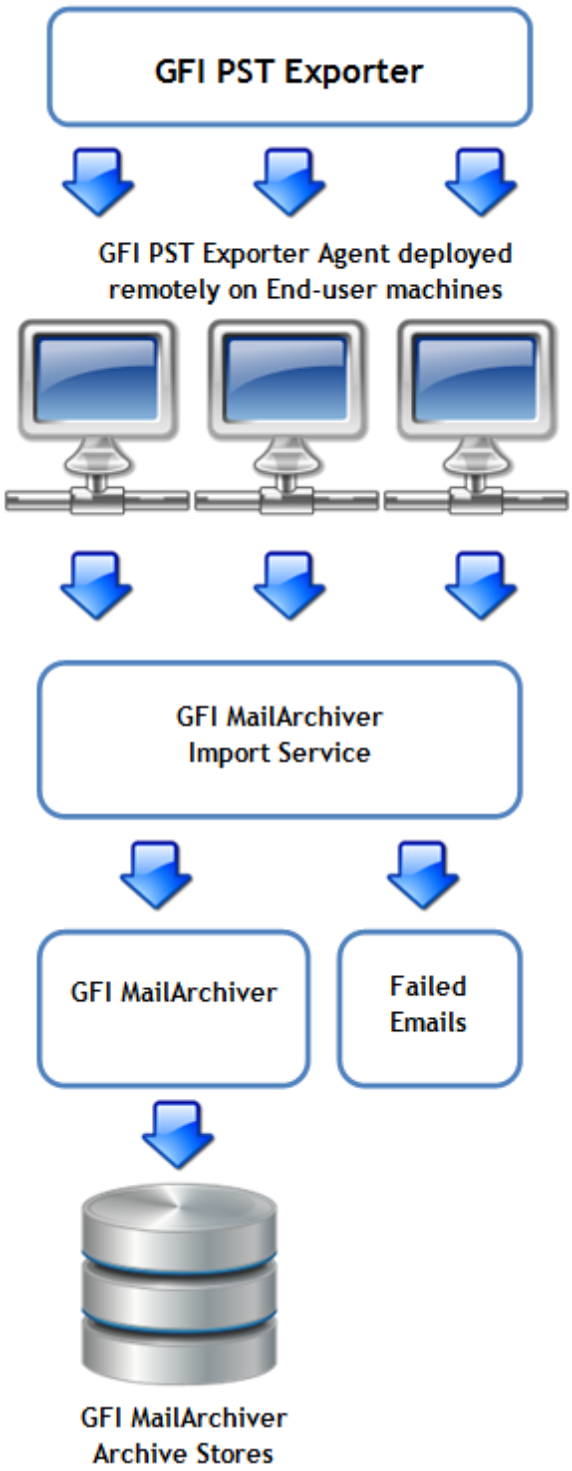
9. When the process completes, click **Finish**.

NOTE

The duration of the process depends on the amount of emails to extract.

9.3 Import emails from PST files on the network

The GFI PST Exporter wizard included with GFI MailArchiver helps in archiving Microsoft Outlook® PST files on the network created before installing GFI MailArchiver.


GFI PST Exporter
GFI PST Exporter Agent deployed remotely on End-user machines
GFI MailArchiver Import Service
GFI MailArchiver
Failed Emails
GFI MailArchiver Archive Stores

GFI PST Exporter is an agent-based utility part of the GFI MailArchiver installation. Below is how it works:

1. GFI PST Exporter installs agents on end-user machines.

2. It extracts emails from PST files stored on the end-user machines.

3. The GFI MailArchiver Import Service processes the extracted emails based on the date of each email.

4. GFI MailArchiver stores emails in the appropriate archive store.

NOTE

Microsoft Outlook® 2003 (32 bit) or later must be installed on the machine running the GFI MailArchiver Import Export Tool.

9.3.1 Step 1: Install GFI PST Exporter

1. Select **Start > Programs > GFI MailArchiver > Import Tools > Install GFI PST Exporter**.
2. Specify the path where to install GFI PST Exporter, and click **Next**.

GFI PST Exporter Master NT Service Installer
The GFI PST Exporter Master Service stores central configuration and reporting information.
Enter the credentials for the GFI PST Exporter Master Service to be installed as then click Install.
Domain:
testdomain
User:
pstexporteruser
Password:
Cancel
Install

Screenshot 98: GFI PST Exporter Master Service credentials

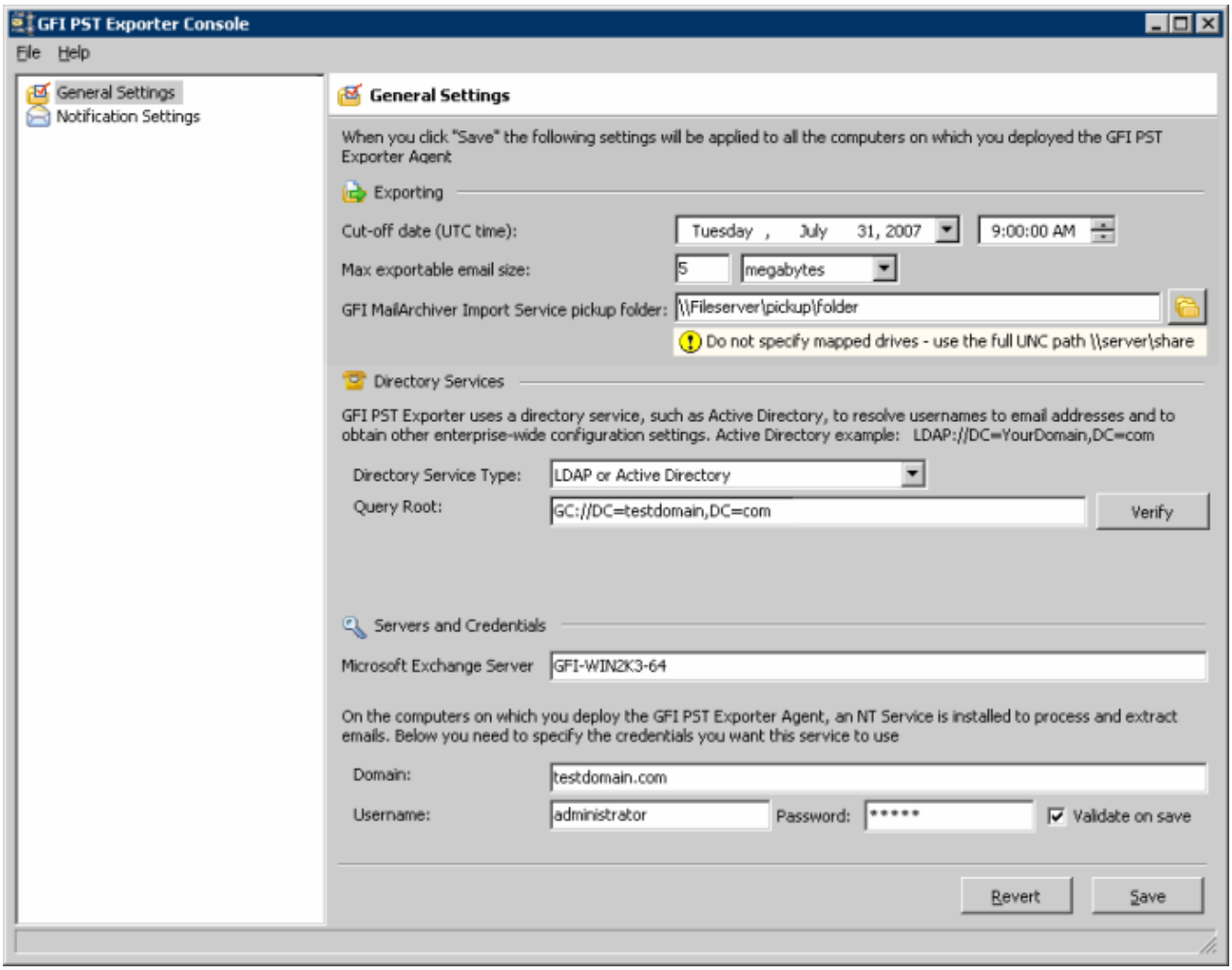
3. After the setup extracts the files, specify the credentials under which the GFI PST Exporter Master Service will run.

4. Click **Install** to finalize the installation.

9.3.2 Step 2: Configure the General Settings of GFI PST Exporter

1. Select **Start > Programs > GFI MailArchiver > Import Tools > GFI PST Exporter Management Console.**

2. From the **GFI PST Exporter Management Console**, click **General Settings** node.


GFI PST Exporter Console
File Help
General Settings
Notification Settings
General Settings
When you click "Save" the following settings will be applied to all the computers on which you deployed the GFI PST Exporter Agent
Exporting
Cut-off date (UTC time):
Tuesday , July 31, 2007
9:00:00 AM
Max exportable email size:
5
megabytes
GFI MailArchiver Import Service pickup folder:
\\Fileserver\pickup\folder
Do not specify mapped drives - use the full UNC path \\server\share
Directory Services
GFI PST Exporter uses a directory service, such as Active Directory, to resolve usernames to email addresses and to obtain other enterprise-wide configuration settings. Active Directory example: LDAP://DC=YourDomain,DC=com
Directory Service Type:
LDAP or Active Directory
Query Root:
GC://DC=testdomain,DC=com
Verify
Servers and Credentials
Microsoft Exchange Server
GFI-WIN2K3-64
On the computers on which you deploy the GFI PST Exporter Agent, an NT Service is installed to process and extract emails. Below you need to specify the credentials you want this service to use
Domain:
testdomain.com
Username:
administrator
Password:
*****
Validate on save
Revert
Save

Screenshot 99: GFI PST Exporter: general settings

3. In the **Cut-off date (UTC time)** field, specify a cut-off date and time. Only emails dated prior to this date and time are extracted.

> **NOTE**
>
> If you set the date and time prior to the installation of GFI MailArchiver, the GFI PST Exporter will extract emails that have not been processed by GFI MailArchiver, avoiding duplicate emails in the archive store.

4. Specify the maximum email size in the **Max exportable email size** field. Emails larger than the size specified are not exported.

5. Specify the pickup folder in the **GFI MailArchiver pickup folder** field where to pick up extracted emails. To import the extracted emails into a GFI MailArchiver archive store, specify the pickup folder of GFI MailArchiver Import Service. The default path of the GFI MailArchiver Import Service is: **<GFI MailArchiver Installation Path>\MAIS\Pickup**

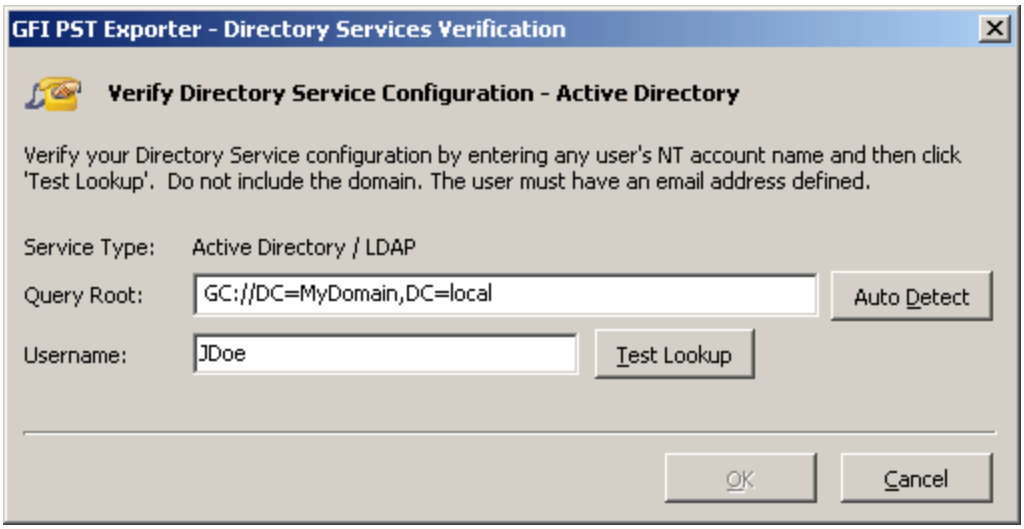
NOTE

If running GFI PST Exporter on a remote machine, do not specify mapped drives but use the full UNC path: `\\server\share`.

NOTE

The import service pickup folder must have full read/write permissions.

6. In the **Directory Services** section, select the **Directory Service Type**.


GFI PST Exporter - Directory Services Verification
Verify Directory Service Configuration - Active Directory
Verify your Directory Service configuration by entering any user's NT account name and then click 'Test Lookup'. Do not include the domain. The user must have an email address defined.
Service Type:
Active Directory / LDAP
Query Root:
GC://DC=MyDomain,DC=local
Auto Detect
Username:
JDoe
Test Lookup
OK
Cancel

Screenshot 100: GFI PST Exporter: General Settings: verify query root

7. Click **Verify** to launch the **Directory Services Verification dialog**. Specify the query root or click **Auto Detect** to auto detect the query root.

8. Key in a valid username for the query root specified and click **Test Lookup** to verify. Click **OK** to return to the PST Exporter General Settings.

9. Specify the name of the Microsoft® Exchange Server in the **Microsoft Exchange Server** field.

10. In the **Domain, Username** and **Password** fields, specify the credentials of a domain controller account. These credentials will be used by the GFI PST Exporter agent to process and extract emails on the end-user machine.

11. Select the **Validate on save** checkbox to check the credentials specified when confirming the settings.

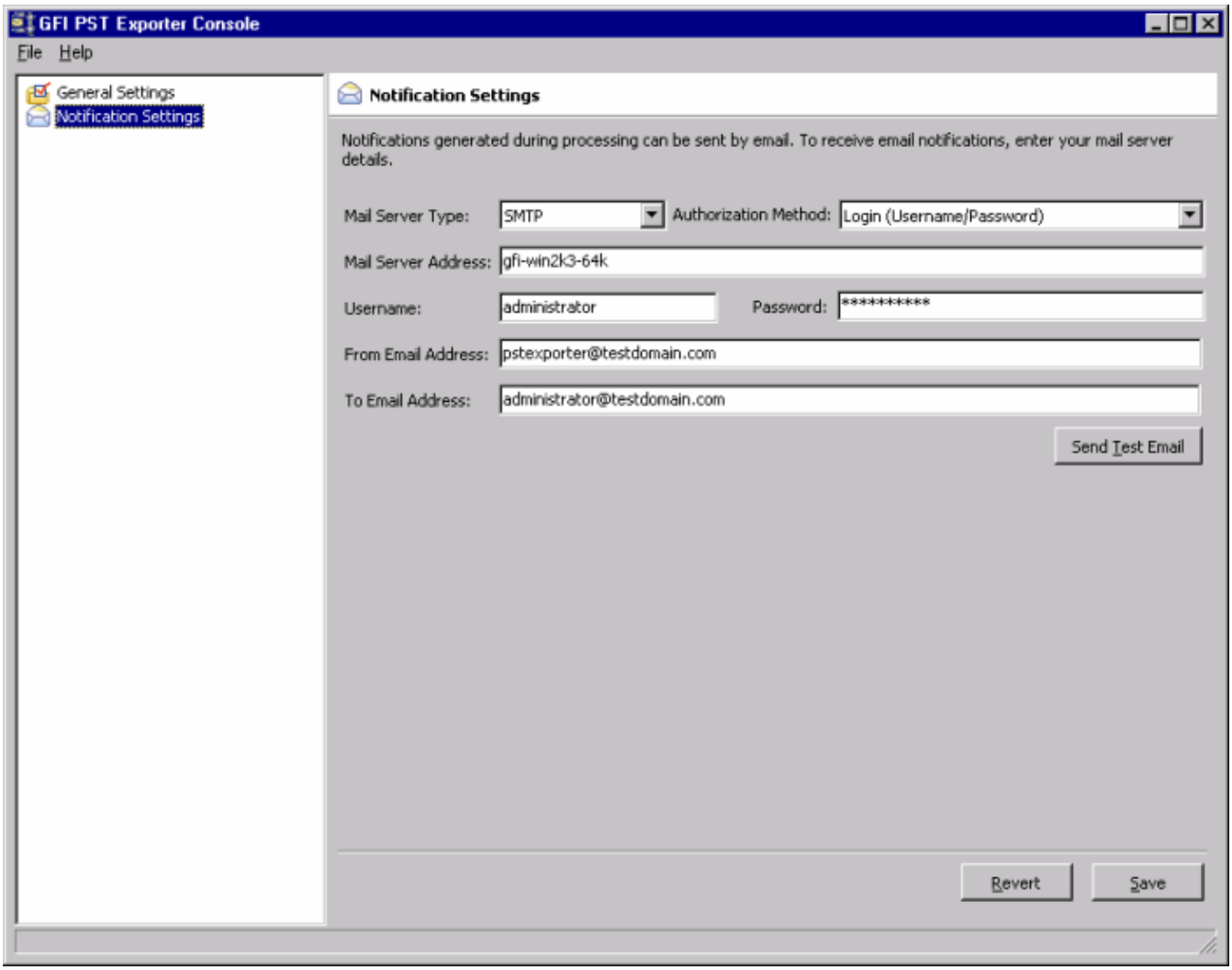
12. Click **Save** to save configuration or **Revert** to cancel all settings.

9.3.3 Step 3: Configure the Notification Settings of GFI PST Exporter

After configuring the General Settings, GFI PST Exporter can be configured to send email notifications to monitor the PST processing status on end-user machines.

1. Select **Start > Programs > GFI MailArchiver > Import Tools > GFI PST Exporter Management Console**.

2. Select **Notification Settings** Node.



Screenshot 101: GFI PST Exporter: notification settings

3. From the **Mail Server Type** drop down list, select **SMTP**.

4. Specify the **Authorization Method** applicable for your mail server.

5. Specify server IP address in the **Mail Server Address** field.

6. If the authorization method requires authentication, specify a valid username and password in the **Username** and **Password** fields.

7. Specify an email address in the **From Email Address** field. This is the email address shown as the sender of the notification. This address may not be an existing email address and can be dedicated for the GFI PST Exporter notifications

Example: `PSTexporter@mydomain.com`

8. Specify the email address in the **To Email Address** field where to send notifications.

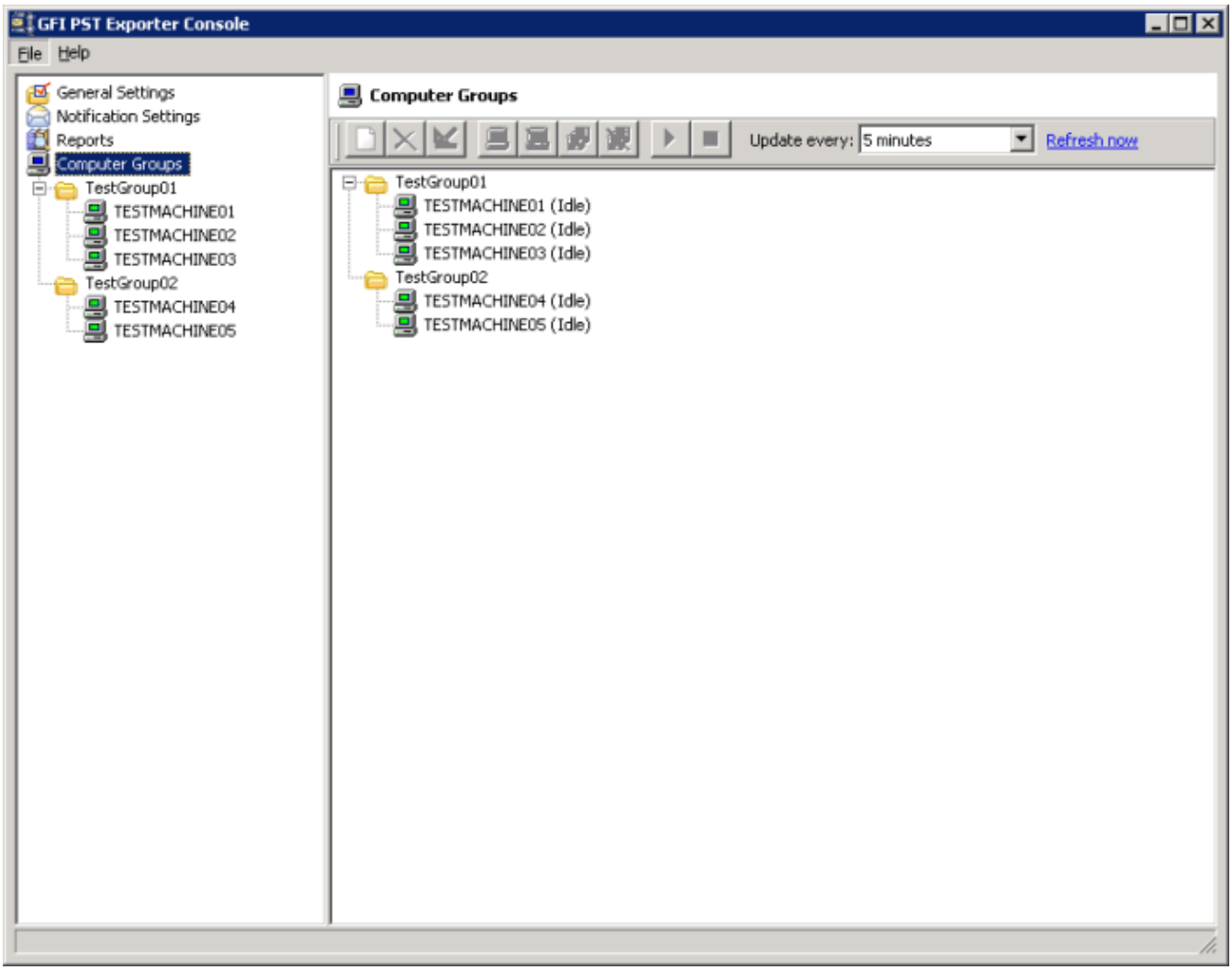
9. Click **Send Test Email** to test the connection settings and send a notification test email.

10. Click **Save** to save the configuration.

9.3.4 Step 4: Configure Computer Groups

After configuring the general and notification settings, GFI PST Exporter enables you to organize end-user machines into computer groups. For each computer group apply different settings and carry out PST exports separately.

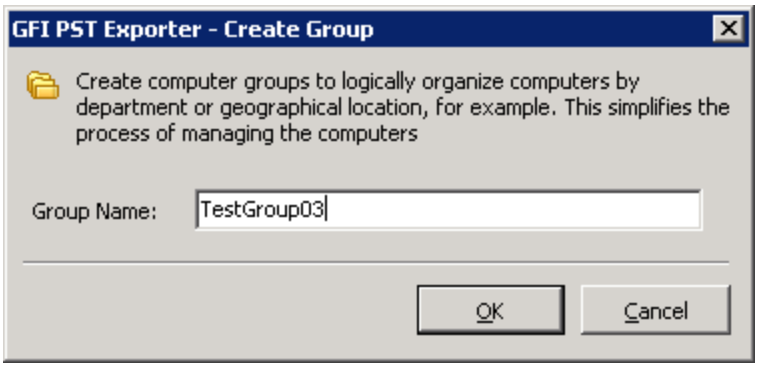
Computer groups can be configured by accessing the **Computer Groups** node from the **GFI PST Exporter Management Console.**



Screenshot 102: GFI PST Exporter: computer groups

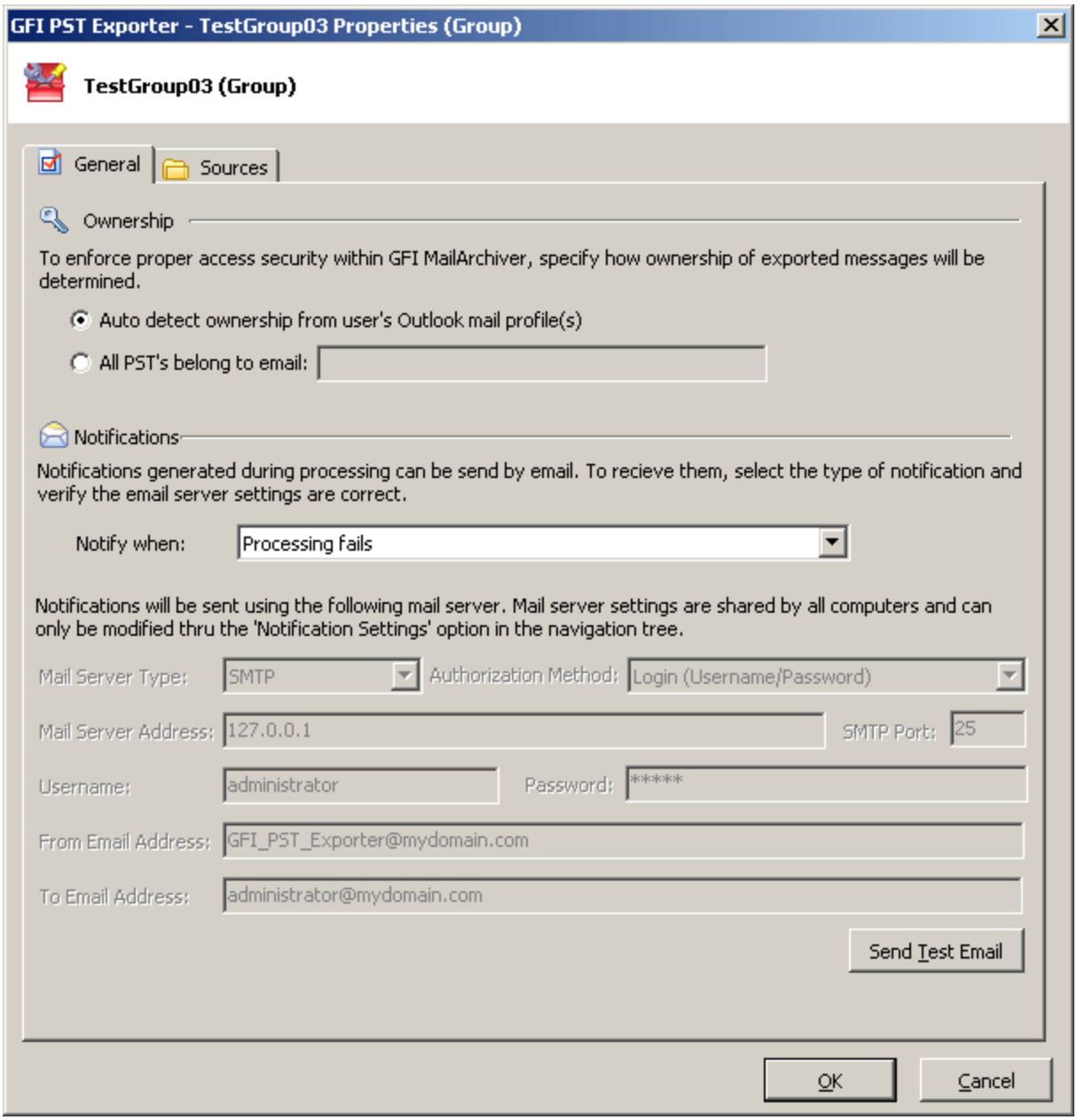
Adding new computer groups

1. Click the **Create a new Computer Group** button .


GFI PST Exporter - Create Group
Create computer groups to logically organize computers by department or geographical location, for example. This simplifies the process of managing the computers
Group Name:
TestGroup03
OK
Cancel

Screenshot 103: GFI PST Exporter: create a computer group

2. Specify the group name and click **OK.**


GFI PST Exporter - TestGroup03 Properties (Group)
TestGroup03 (Group)
General
Sources
Ownership
To enforce proper access security within GFI MailArchiver, specify how ownership of exported messages will be determined.
Auto detect ownership from user's Outlook mail profile(s)
All PST's belong to email:
Notifications
Notifications generated during processing can be send by email. To recieve them, select the type of notification and verify the email server settings are correct.
Notify when:
Processing fails
Notifications will be sent using the following mail server. Mail server settings are shared by all computers and can only be modified thru the 'Notification Settings' option in the navigation tree.
Mail Server Type:
SMTP
Authorization Method:
Login (Username/Password)
Mail Server Address:
127.0.0.1
SMTP Port:
25
Username:
administrator
Password:
*****
From Email Address:
GFI_PST_Exporter@mydomain.com
To Email Address:
administrator@mydomain.com
Send Test Email
OK
Cancel

Screenshot 104: GFI PST Exporter: computer group properties

3. From the properties dialog click **General** tab.

4. From the **Ownership** section, specify who will be the owner of extracted emails for this computer group:

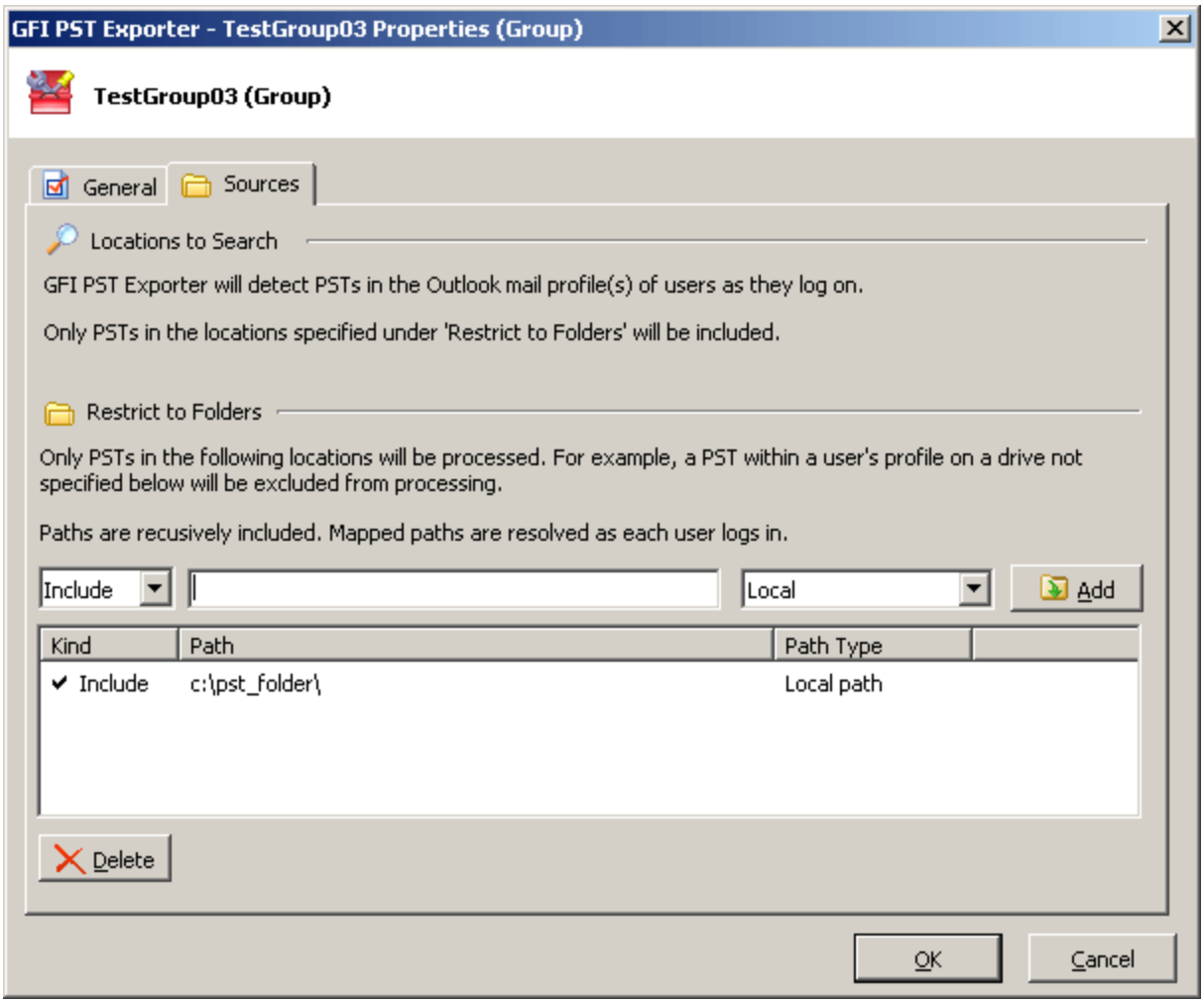
- To assign a specific owner to all extracted emails, select the **All PST's belong to email** option and enter the owner email address.
- To assign ownership to the Microsoft Outlook® email profile under which emails were extracted, select **Auto detect ownership** option.

NOTE

Ownership of emails is important since only the specified owner will be able to browse the archived emails.

5. Specify when to send notifications from the **Notify when:** drop-down list. The settings configured previously in the Notification settings node are used.

6. Click the **Sources** tab.


GFI PST Exporter - TestGroup03 Properties (Group)
TestGroup03 (Group)
General
Sources
Locations to Search
GFI PST Exporter will detect PSTs in the Outlook mail profile(s) of users as they log on.
Only PSTs in the locations specified under 'Restrict to Folders' will be included.
Restrict to Folders
Only PSTs in the following locations will be processed. For example, a PST within a user's profile on a drive not specified below will be excluded from processing.
Paths are recusively included. Mapped paths are resolved as each user logs in.
Include
Local
Add
Kind
Path
Path Type
Include
c:\pst_folder\
Local path
Delete
OK
Cancel

Screenshot 105: GFI PST Exporter: computer group locations to search

7. In the **Restrict to Folders** section, manage the path(s) within which PST files can be processed. The conditions you specify apply to all folders and subfolders within the path. The path(s) you specify can be:

- **Local** - referring to the end-user machine where the agent is deployed
- **Example:** "Include", "C:\", "Local path" - to search all files in the local hard drive
- **Mapped** - paths that are resolved using a drive letter.
- **UNC** - in the format \\server\share

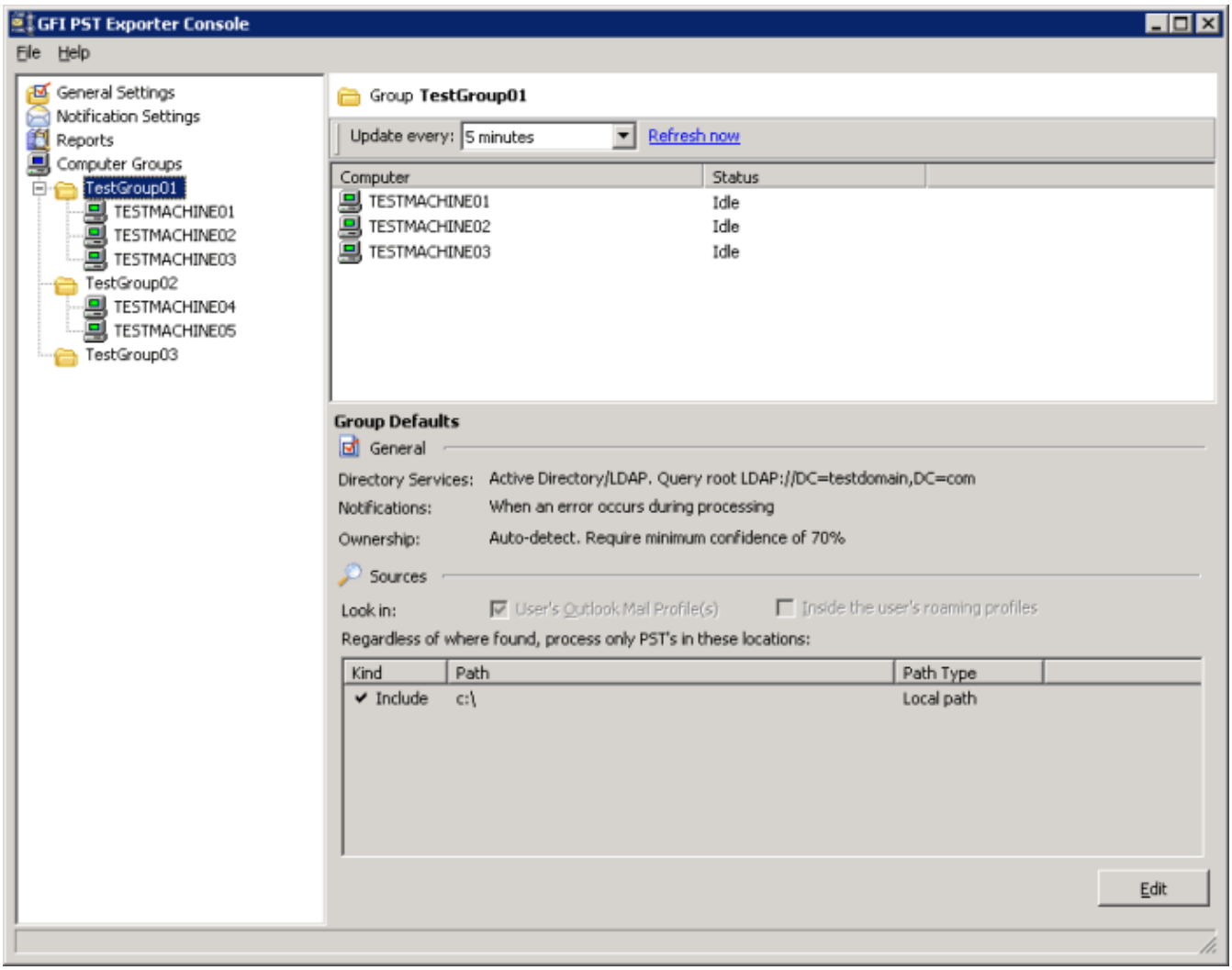
Click **Add** to add the path to the list.

8. Click **OK** to add the new computer group.

Editing Computer Groups

To edit computer groups configuration:

1. From the GFI PST Exporter Management Console, select the computer group to edit from the **Computer Groups** node.



Screenshot 106: GFI PST Exporter: edit computer group configuration

2. Click **Edit** to launch the **Computer Group Properties** dialog.

3. Apply the required changes as explained in steps 4 to 8 in the Adding new computer groups section.

4. Click **OK** to save changes.

Computer Group Updates

The GFI PST Exporter Console displays the status of each computer in a group.

» To configure when to update the status, select the computer group from the **Computer Groups** node. In the **Update every:** drop-down list, select the time interval when to update the status.

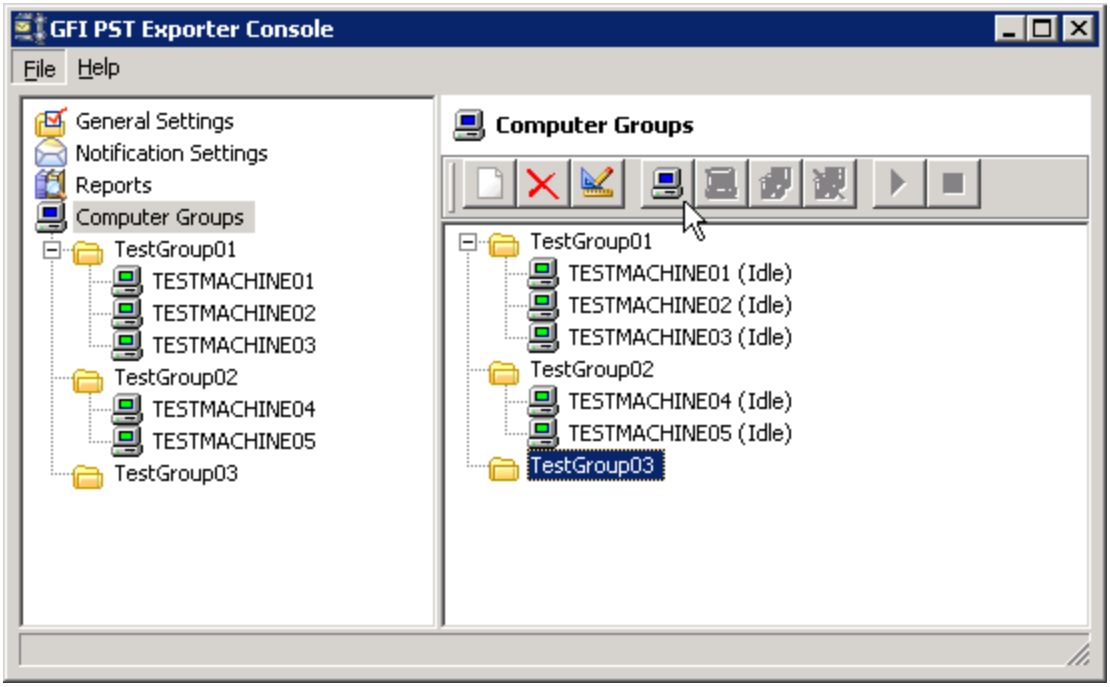
» Click **Refresh now** to manually update the status.

9.3.5 Step 5: Add end-user machines in computer groups

After configuring computer groups, specify which end-user machines belong in each group. To add end-user machines:

1. From the GFI PST Exporter Console, click the **Computer Groups** node.

2. From the viewing pane, select the desired computer group.



Screenshot 107: GFI PST Exporter: add computer

3. Click **Add computer** button to add a computer to the group.

4. Specify the computer name or IP address (example 192.168.4.50) to add to the group and click **OK**.

End-user machines

Configure end-user machines in computer groups by right clicking on the end-user machine and select any of the following options:

- **Remove** - delete the selected end-user machine from the computer group.
- **Move to Group** - move the selected end-user machine to another computer group.

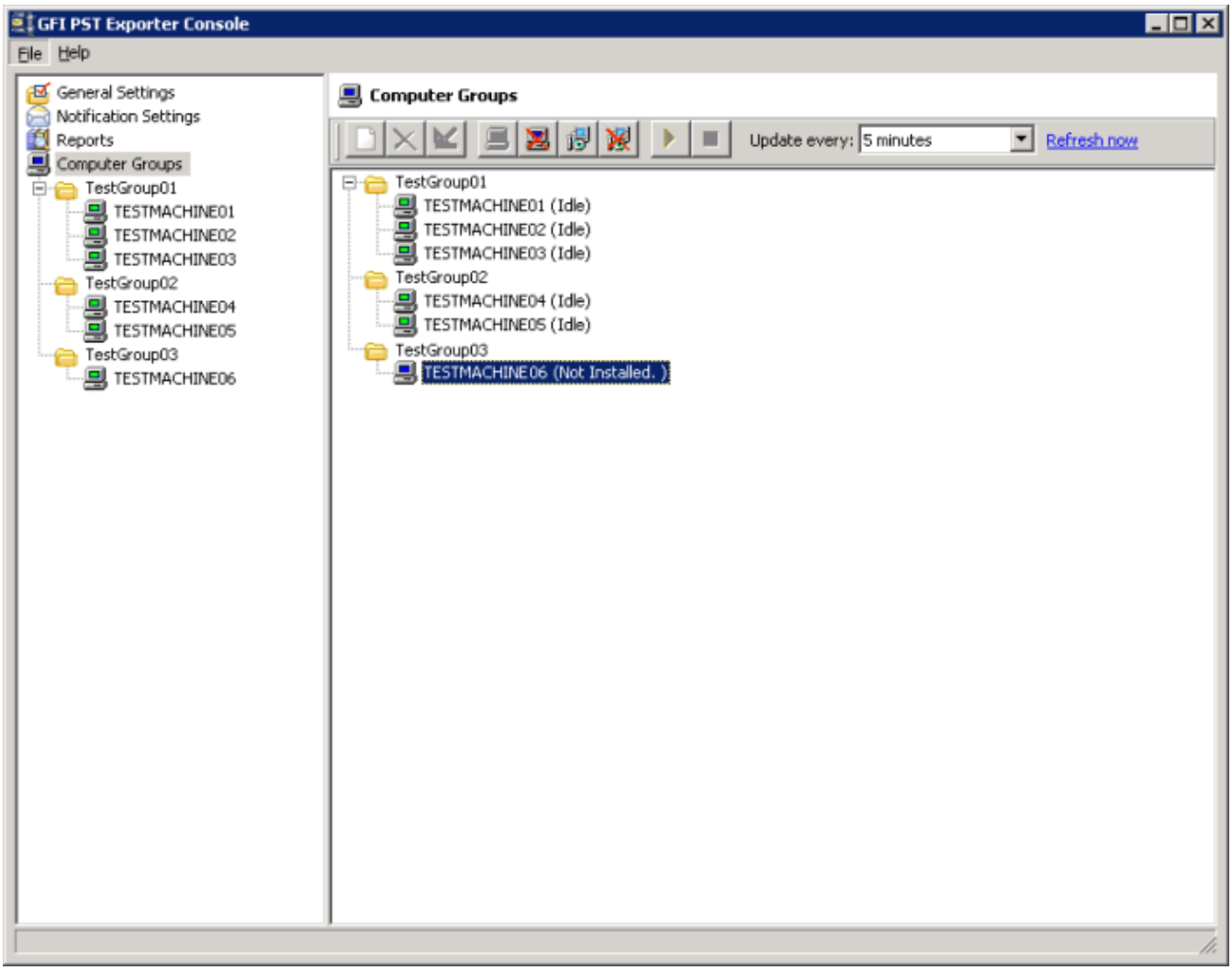
9.3.6 Step 6: Deploy the GFI PST Exporter agent to end-user machines

To extract PST files from end-user machines, the GFI PST Exporter agent must be deployed remotely on the end-user machine. To deploy the agent:

1. From the GFI PST Exporter management console, select the **Computer Groups** node.

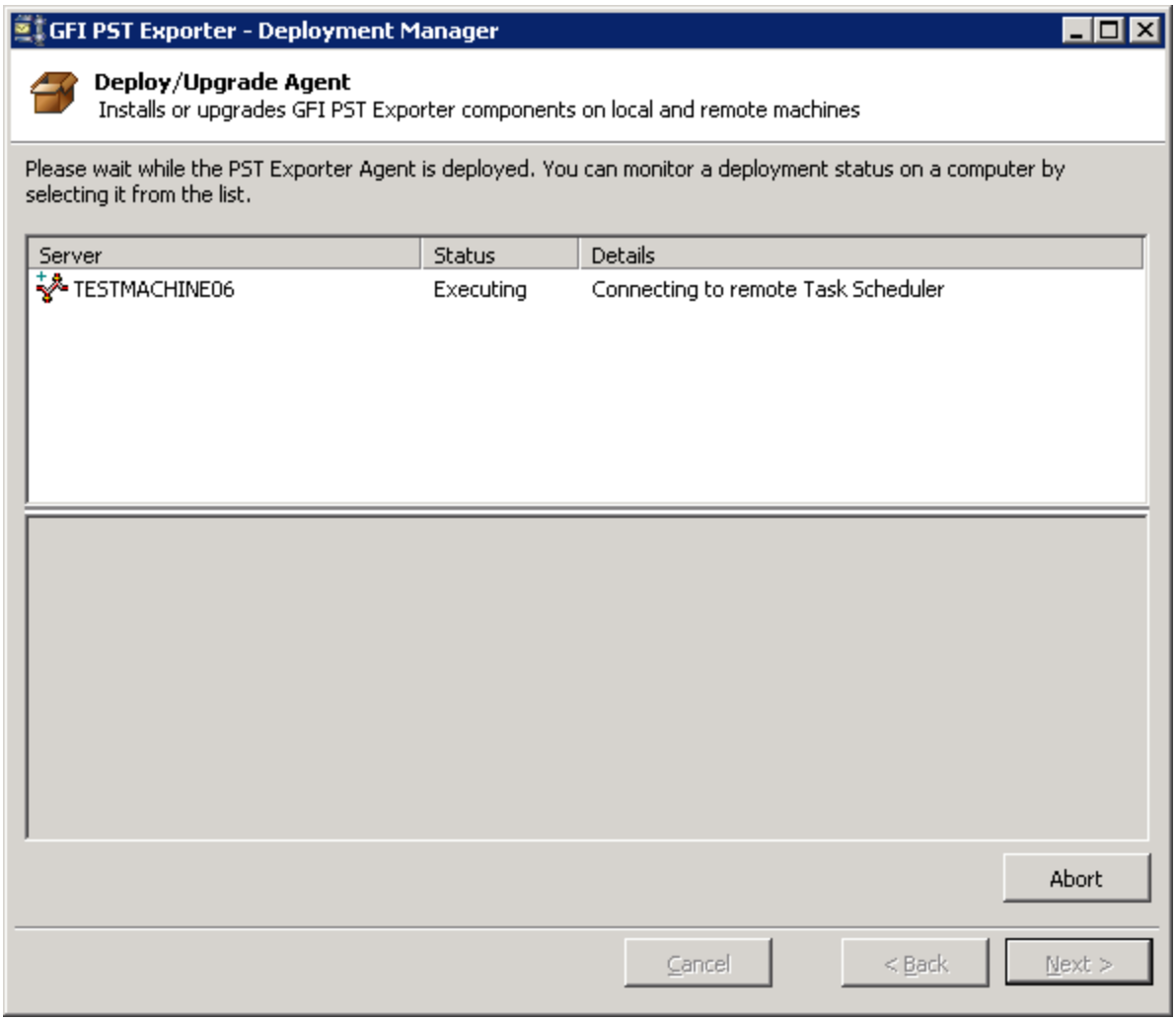
2. From the view pane, select the computer group.

3. Select the computer on which to deploy the agent.



Screenshot 108: GFI PST Exporter: deploying the agent

4. Click **Deploy** button to launch the **GFI PST Exporter - Deployment Manager** wizard.

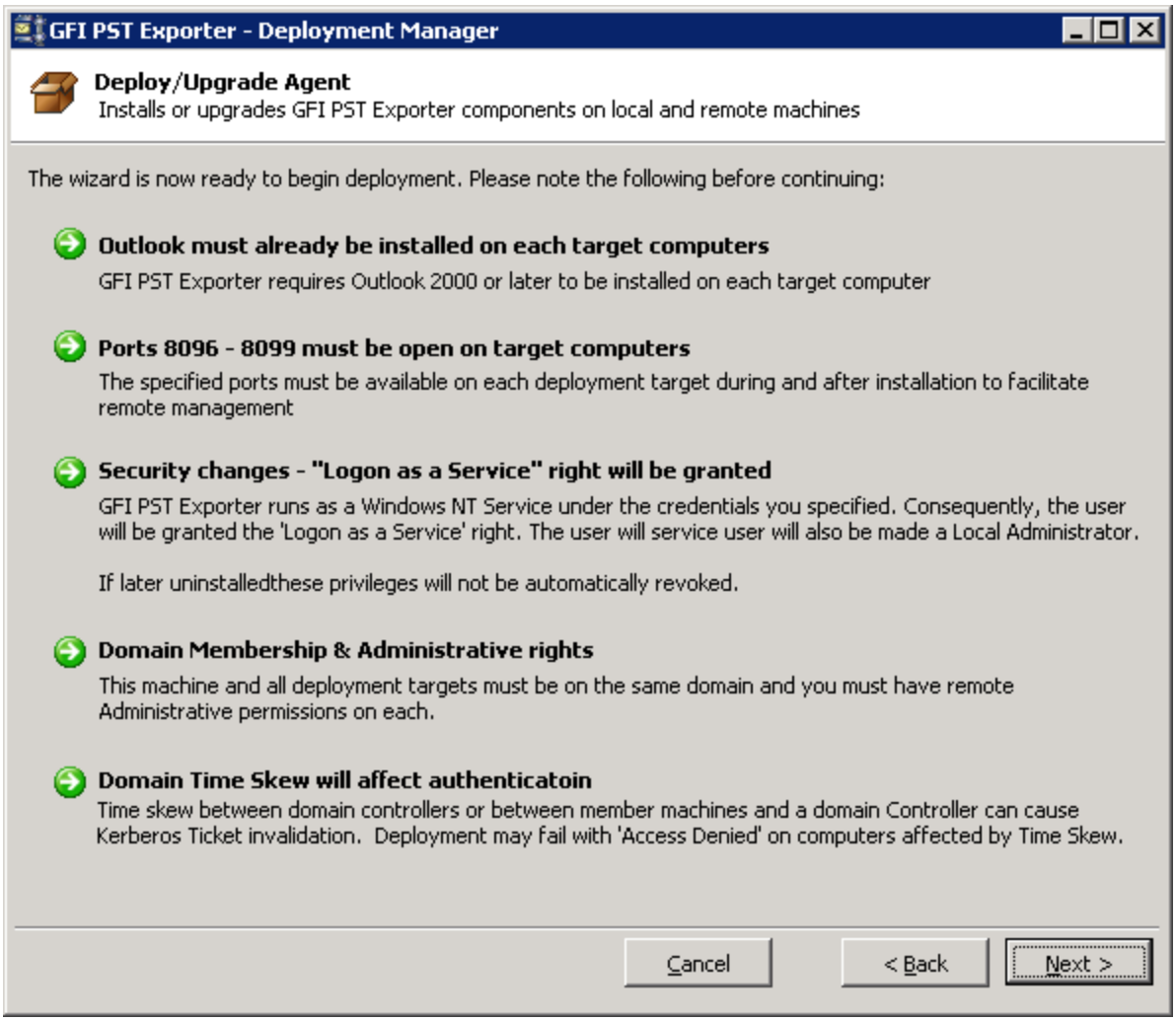

GFI PST Exporter - Deployment Manager
Deploy/Upgrade Agent
Installs or upgrades GFI PST Exporter components on local and remote machines
Please wait while the PST Exporter Agent is deployed. You can monitor a deployment status on a computer by selecting it from the list.
Server
Status
Details
TESTMACHINE06
Executing
Connecting to remote Task Scheduler
Abort
Cancel
< Back
Next >

Screenshot 109: GFI PST Exporter: deploying the agent

5. In the **Ownership from** field, specify the owner of extracted emails for this computer. Ownership options include:

OPTION	DESCRIPTION
Leave unchanged -	The current owner
Group default -	The owner specified in the computer group
Force auto-detection -	Force the agent to detect the Microsoft Outlook® email profile
Force specific owner -	Specify the email address of the owner that will be assigned to the extracted emails. Enter the owner email address in the **Forced owner email address** field.

6. Click **Next** to continue.


GFI PST Exporter - Deployment Manager
Deploy/Upgrade Agent
Installs or upgrades GFI PST Exporter components on local and remote machines
The wizard is now ready to begin deployment. Please note the following before continuing:
Outlook must already be installed on each target computers
GFI PST Exporter requires Outlook 2000 or later to be installed on each target computer
Ports 8096 - 8099 must be open on target computers
The specified ports must be available on each deployment target during and after installation to facilitate remote management
Security changes - "Logon as a Service" right will be granted
GFI PST Exporter runs as a Windows NT Service under the credentials you specified. Consequently, the user will be granted the 'Logon as a Service' right. The user will service user will also be made a Local Administrator.
If later uninstalledthese privileges will not be automatically revoked.
Domain Membership & Administrative rights
This machine and all deployment targets must be on the same domain and you must have remote Administrative permissions on each.
Domain Time Skew will affect authenticatoin
Time skew between domain controllers or between member machines and a domain Controller can cause Kerberos Ticket invalidation. Deployment may fail with 'Access Denied' on computers affected by Time Skew.
Cancel
< Back
Next >

Screenshot 110: GFI PST Exporter: remote computer requirements

7. Take note of the pre-requisites required to be able to deploy and run GFI PST Exporter agent on end-user machines. Click **Next** to start deployment on the end-user machine.

NOTE

During or after deployment, click the server to view the log of deployment details.

NOTE

A window may pop-up on the end-user machine informing the user that the agent is being deployed. The window closes automatically once deployment is complete.

8. Click **Close** when deployment is complete.

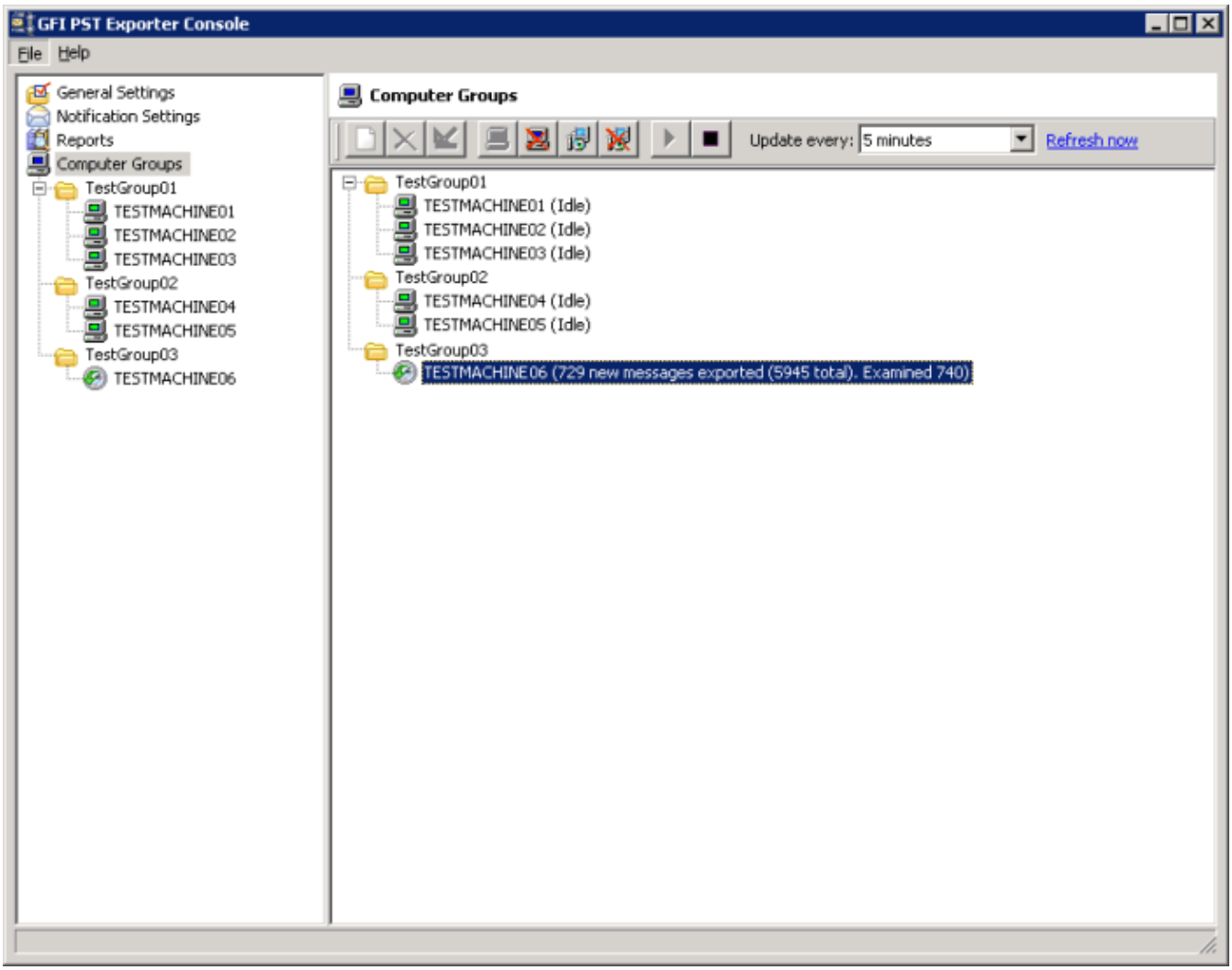
9.3.7 Step 7: Process PST files on end-user machines

After deploying the GFI PST Exporter agent on end-user machines, you can remotely trigger the agent to start processing PST files on selected machines. To start the extraction process of PST files:

1. From the GFI PST Exporter Management Console, click **Computer Groups** node.

2. In the view pane, select the computer(s) on which to start processing.

3. Click **Start** button to start processing the PST files on the selected computers.



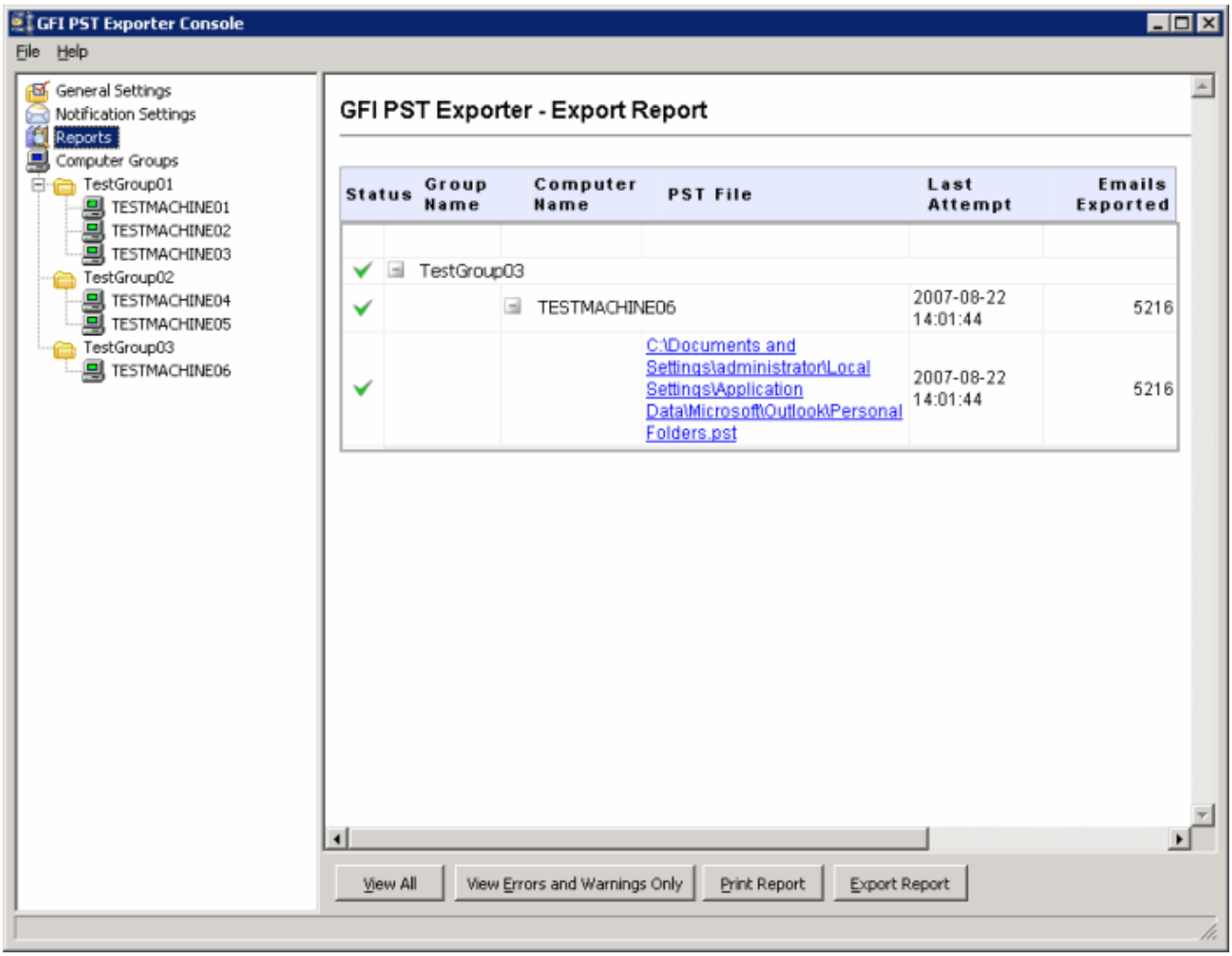
Screenshot 111: GFI PST Exporter: processing at remote computer

4. The number of emails examined and the number of emails extracted is shown next to each computer.

5. To view the detailed processing status on each machine, select the computer from the navigation pane.

9.3.8 Reports and logs

GFI PST Exporter can display reports of extracted emails. Through the **Reports** node, you can view the **Export Report**, which displays details on processed PST files. Besides details on successful exports, any errors or warnings encountered are also displayed. Information shown includes status, group, and computer names, date, and time when processing attempts were made, and number of emails exported.



Screenshot 112: GFI PST Exporter: export report

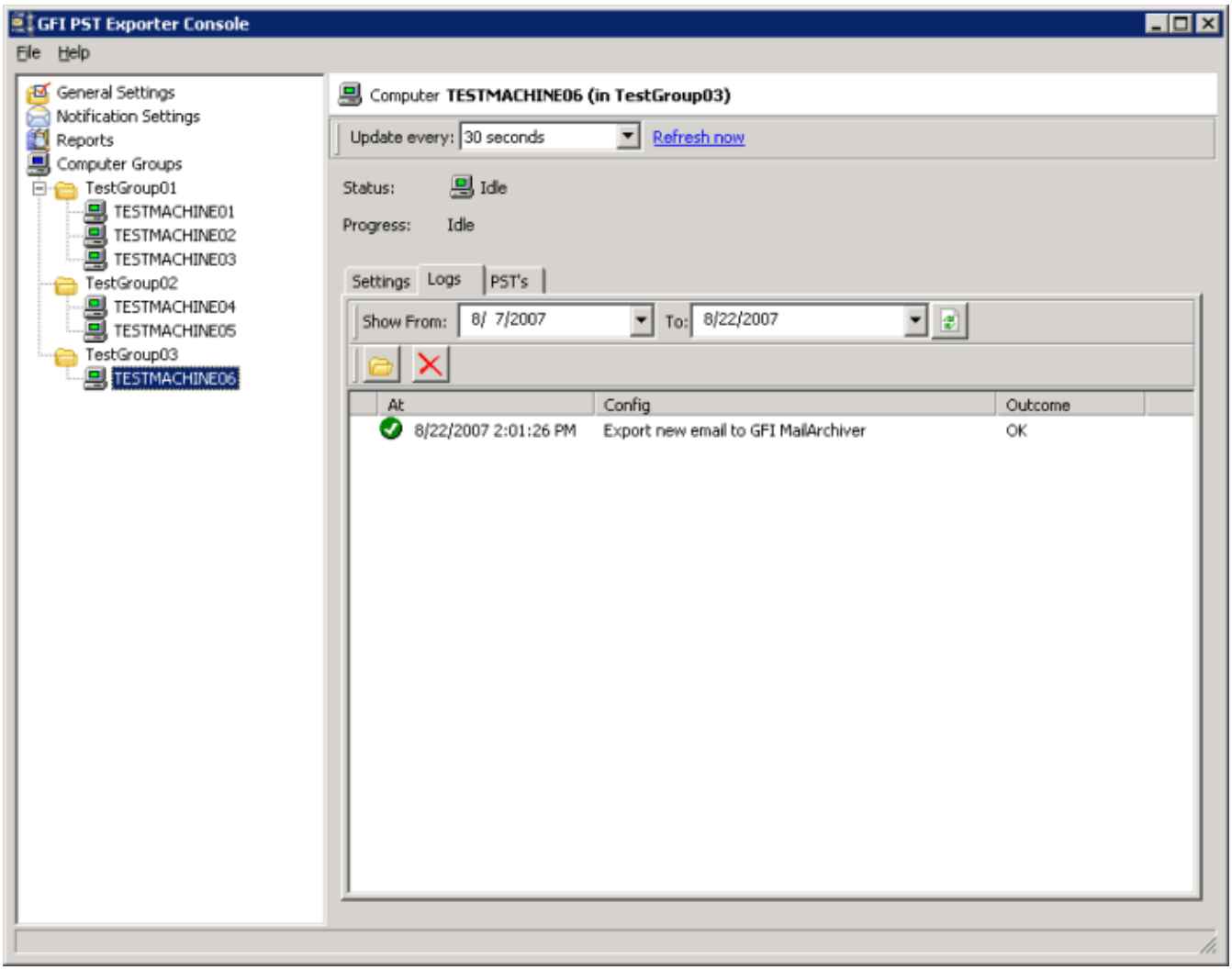
To view report click **Reports Node.**

You can also print the report or export it in HTML format.

End-user machines processing details

Besides the export report, you can also view details about processed PST files for each end-user machine.

1. From the GFI PST Exporter navigation pane select the **Computer Groups** node.
2. Expand the appropriate computer group to list all end-user machines
3. Select the end-user machine sub-node for which to display details.



Screenshot 113: GFI PST Exporter: processing logs

4. To view reports for the selected machine in the viewing pane:

» Click the **Logs** tab to view a list of export jobs. Double-click a job to view more details for that particular job.

» Click the **PST** tab to view a list of PST files that were processed. Information displayed includes PST file location, process success/failure, and number of emails exported.

NOTE

To re-export emails from a PST file, select a PST file and click the **re-export** button . Exercise caution when doing this, as it may result in duplicate emails being archived.

9.3.9 Adding imported emails to the GFI MailArchiver archive stores

The extracted emails are saved in the pickup folder specified in the general settings of GFI PST Exporter. To import the exported emails into a GFI MailArchiver archive store, place the exported emails in the GFI MailArchiver Import Service pickup folder by:

- Choosing the GFI MailArchiver Import Service pickup folder as the destination folder in the general settings of GFI PST Exporter, or
- If emails are already exported, manually move the emails to the pickup folder.

Emails in the GFI MailArchiver Import Service pickup folder are processed as follows:

- Emails are placed in the queue folder so that they can be placed in the appropriate archive store.
- If an email in the pickup folder has a date that does not fit the date range of any of the archive stores configured, GFI MailArchiver will automatically create a new Archive Store.
- The Import Service will retry to upload Failed emails and notifications are sent on the progress of the failed emails.

The default paths of these folders are:

- **Pickup folder:** <GFI MailArchiver Installation Path>\MAIS\Pickup
- **Queue folder:** <GFI MailArchiver Installation Path>\MAIS\Queue

9.4 Export emails from GFI MailArchiver Archive Stores

The GFI MailArchiver OneClick Restore feature enables you to restore individual emails to an email address you define. If you however want to export or restore more than one email at a time, use the GFI MailArchiver Import Export Tool. Through this tool, you can connect to a GFI MailArchiver installation, search for emails to export and export all of the emails in one go using the following options:

- Restore to a specific email address
- Download to a folder on disk in .eml or .msg format
- Download to a PST file.

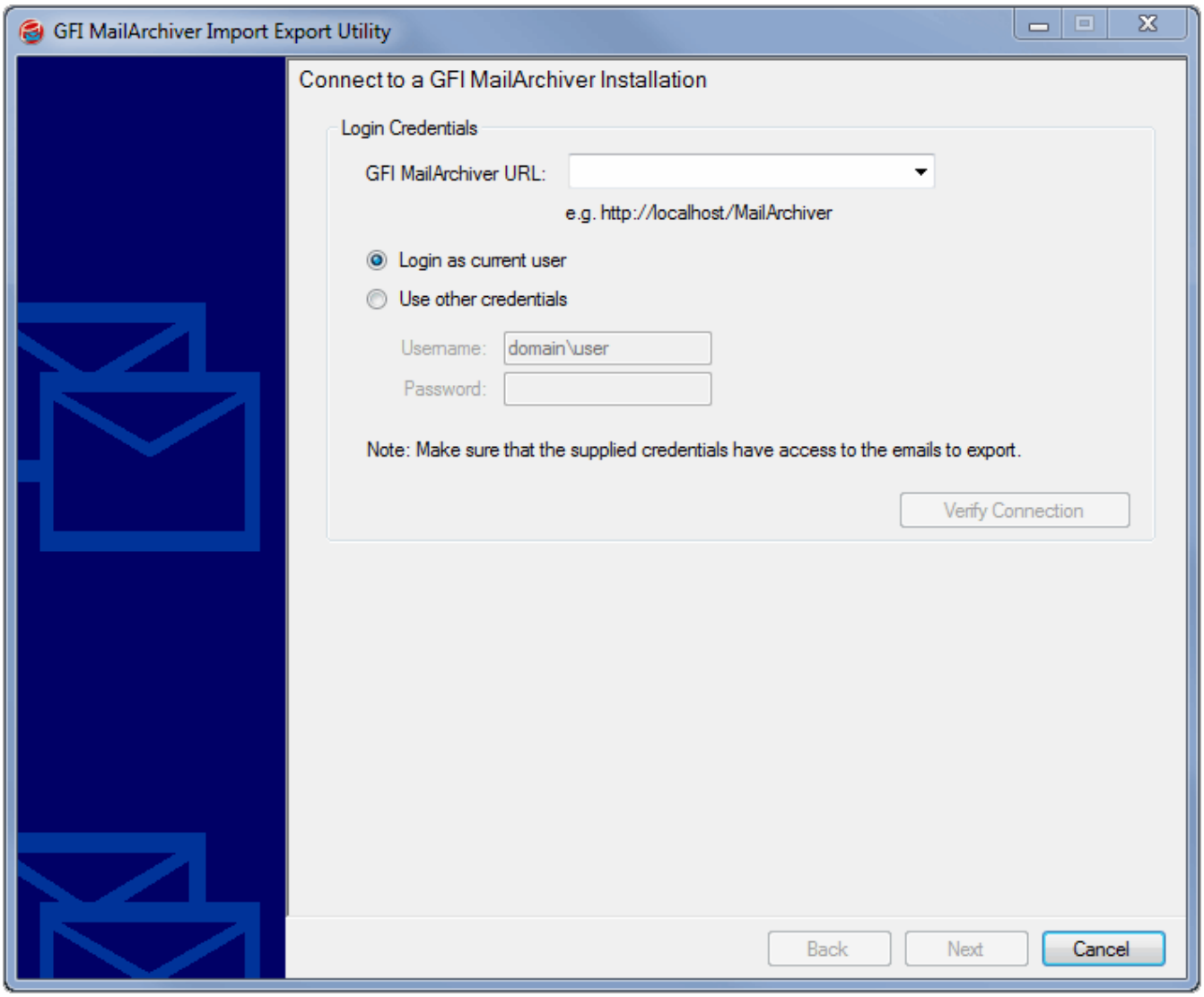
The export feature in the GFI MailArchiver Import Export Tool is useful to export a set of emails that match specific search criteria, for example, to provide emails to satisfy a litigation support request.

NOTE

The export process exports a copy of the emails and does not remove the original emails from the Archive Stores.

9.4.1 Exporting Emails

1. Navigate to **Start > Programs > GFI MailArchiver > GFI MailArchiver Import Export Tool**.
2. From the **Export Data from GFI MailArchiver** area, click **Download emails from GFI MailArchiver**.

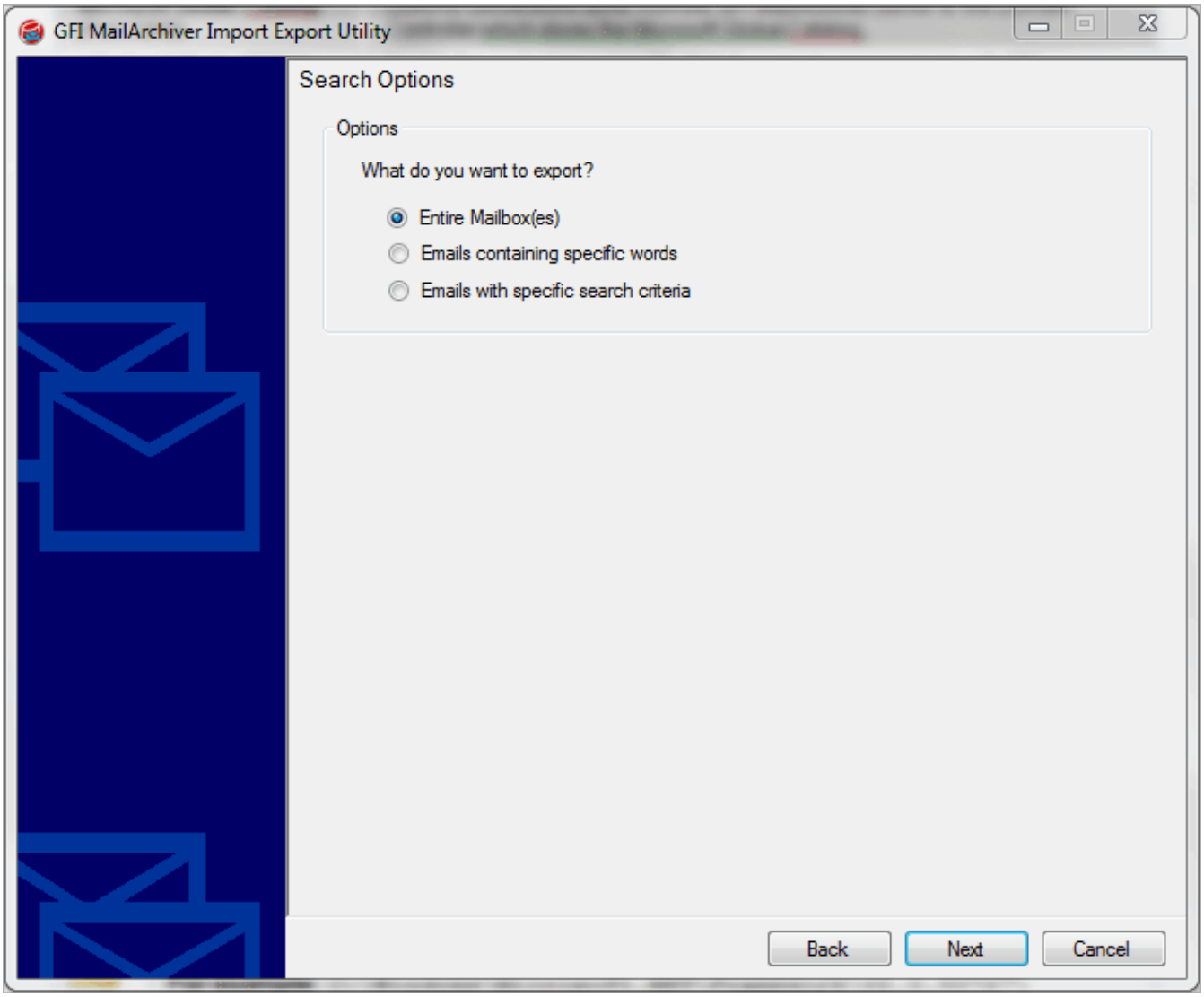


Screenshot 114: Email Export: Connecting to GFI MailArchiver

3. In the **Login Credentials** area:

- In the **GFI MailArchiver URL** field specify the URL used to connect to GFI MailArchiver.
- Select **Login as Current User** to login using the credentials of the logged on user or select **Use Other Credentials** to login using another username and password.
- Click **Verify Connection** to confirm that a connection can be established to the GFI MailArchiver URL using the specified credentials.

4. Click **Next** to continue.



Screenshot 115: Email Export: Search options

5. Select the type of search from the following options:

OPTION	DESCRIPTION
Entire mailbox	Search for all emails in a particular mailbox.
Emails containing specific words	Search for emails that include particular words in subject, body and/or attachment.
Emails with specific search criteria	Search for emails stored in a particular Archive Store, in a particular mailbox or emails that contain a particular tag.

6. Click **Next** to continue.

7. Depending on the type of search selected in the previous step, specify the search criteria as follows:

Table 91: Email export search criteria

TYPE OF SEARCH	SEARCH CRITERIA
Entire mailbox	Mailbox Search » **All emails in mailbox** - Click … button and add the mailbox to search all containing emails. » **Retrieve only the first 5000 emails** - Search returns only the first 5000 emails that match search criteria.

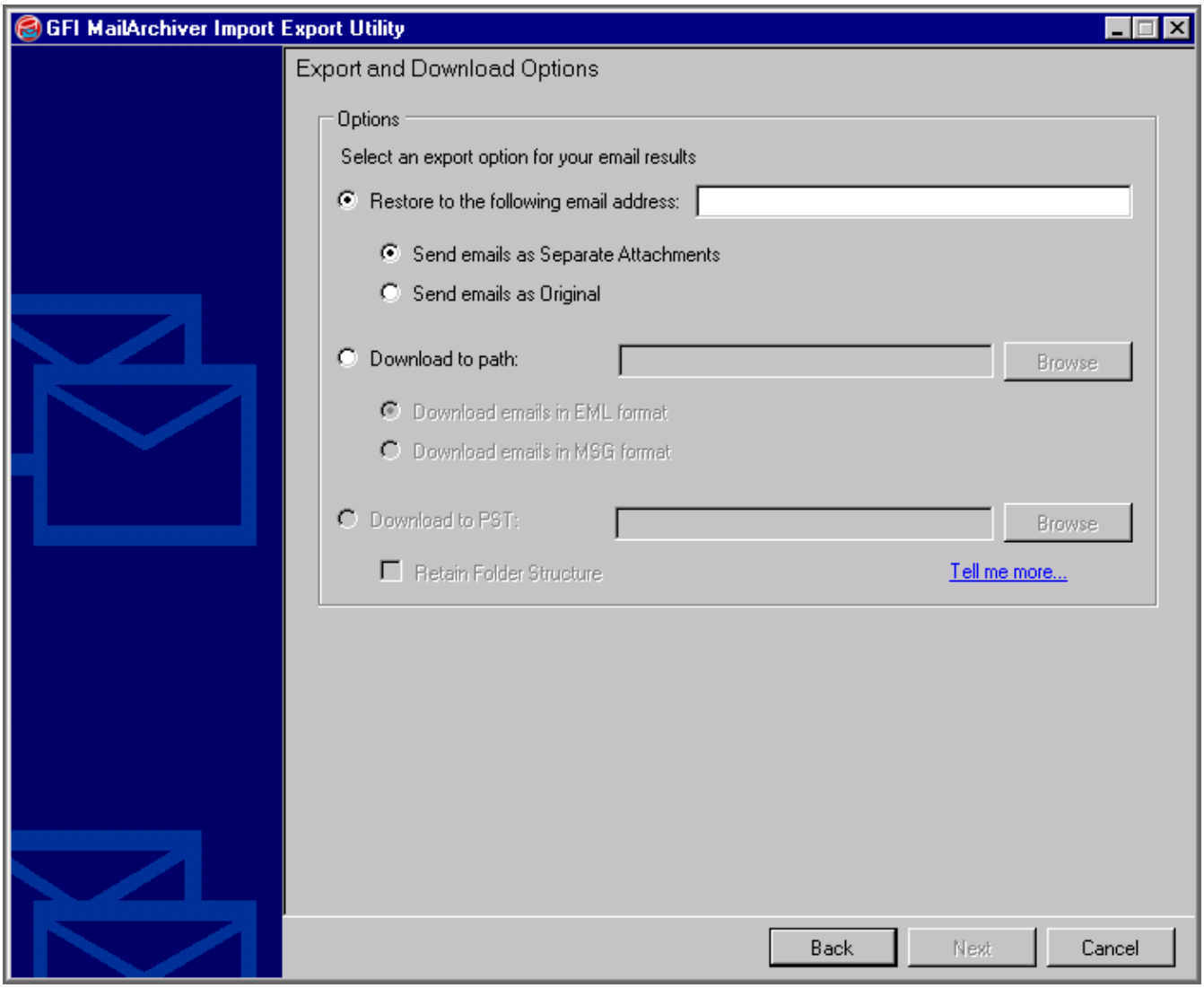
TYPE OF SEARCH	SEARCH CRITERIA
Emails containing specific words	Simple Search » **Look for** - Key in terms to search in emails' subject and body. » **Search in Attachments** - check this option to include attachments when searching. » **Return only the first 5000 occurrences** - Search returns only the first 5000 emails that match search criteria. » **Only in mailbox(es)** - Search only in particular mailboxes. Click … button to specify the mailbox to search in.

TYPE OF SEARCH	SEARCH CRITERIA
Emails with specific search criteria	Advanced Search » **Search in all Archive Stores** » **Restrict search on particular Archive Stores** - Run search through specific Archive Stores. Click hyperlink to select the Archive Stores to search in. » **Search in mailbox(es)** - Check this option to search for emails in specific mailboxes. Click … button to select the mailboxes to search in. » **Retrieve only the first 5000 occurrences** - Search returns only the first 5000 emails that match search criteria. » **Query Criteria** - select the search criteria and specify the condition from the drop-down list. Click ✚ to add more criteria. Available conditions are: • **Subject** - Search for emails having a specific subject. • **Sender** - Specify the email address or Active Directory® display name of the email sender for which to search emails. • **Recipient** - Specify the email address or Active Directory® display name of the email recipient for which to search emails. • **Sent Date** - Search for emails sent before, after or exactly on a specific date. Key in or select a date, and select Is before, Is after or Is exactly. • **Received Date** - Search for emails received before, after or exactly on a specific date. Key in or select a date, and select Is before, Is after or Is exactly. • **Size (KB)** - Search for emails that are bigger, smaller or equal to a particular size. Key in a size and select Is greater than, Is smaller than and Is exactly. • **Message ID** - Search using the 'Message ID' field contained in the email header. Key in or paste the message ID of the email to find. • **Whole Email** - Search for emails that have some specific content anywhere in the email (including the body, headers and attachments). • **Body** - Search for emails that have some specific content in the body. • **Attachment** - Search for emails that have some specific content anywhere in the attachment. • **Folder** - Search for emails contained in a specific mailbox folder. • **Folder/Subfolders** - Search for emails contained in a specific subfolder within a mailbox folder. • **Personal Label** - Search for emails labeled with a specific label. • **Global Label** - Search for emails labeled with a global label. • **Classification Label** - Search for emails labeled with a classification label. • **SPAM Tag** - Search for emails classified as SPAM. • **Contains document** - Search for emails with attachments of the following file types: .txt, .rtf, .htm, .html, .xml, .zip, .pdf, .msg, .doc, .xls, .ppt, .docx, .xlsx, .pptx, .wpd, .wpf, .sxc, .sxd, .sxi, .sxw, .sxg, .stc, .sti, .stw, .stm, .odt, .ott, .odg, .otg, .odp, .otp, .ods, .ots, .odf, .eml, .mht, .xps, .zip. **NOTE** Click ✖ displayed next to a search condition to remove it.

8. Click **Find** to show all matching emails. To export the returned emails click **Next**.

NOTE

After you perform a search, you might need to review particular emails from the result set to check that they actually contain what you are looking for. Double-click on the email to view. The GFI MailArchiver Bulk Export tool loads the email in a separate window.



Screenshot 116: Email Export: Export options

9. Select how to export the emails:

Table 92: Email export options

EXPORT OPTION	CONFIGURATION
Restore to the following email address	Select this option to export emails to a mailbox. Specify the email address and select the method how to send the emails: » Send emails as separate attachments » Send emails as original
Download to path	Export emails to a location on disk. Key in the path or click **Browse** to select the folder where to export the emails. Select the format how to export the emails in .eml or .msg format.

EXPORT OPTION	CONFIGURATION
Download to PST	Export emails to a Microsoft Outlook® PST file. Key in the path or click **Browse** to select the pst file where to export the emails. To maintain the folder structure of exported emails, check **Retain folder structure**.

10. Click **Next** to start the export process.
11. When the export process completes, click **Finish**.

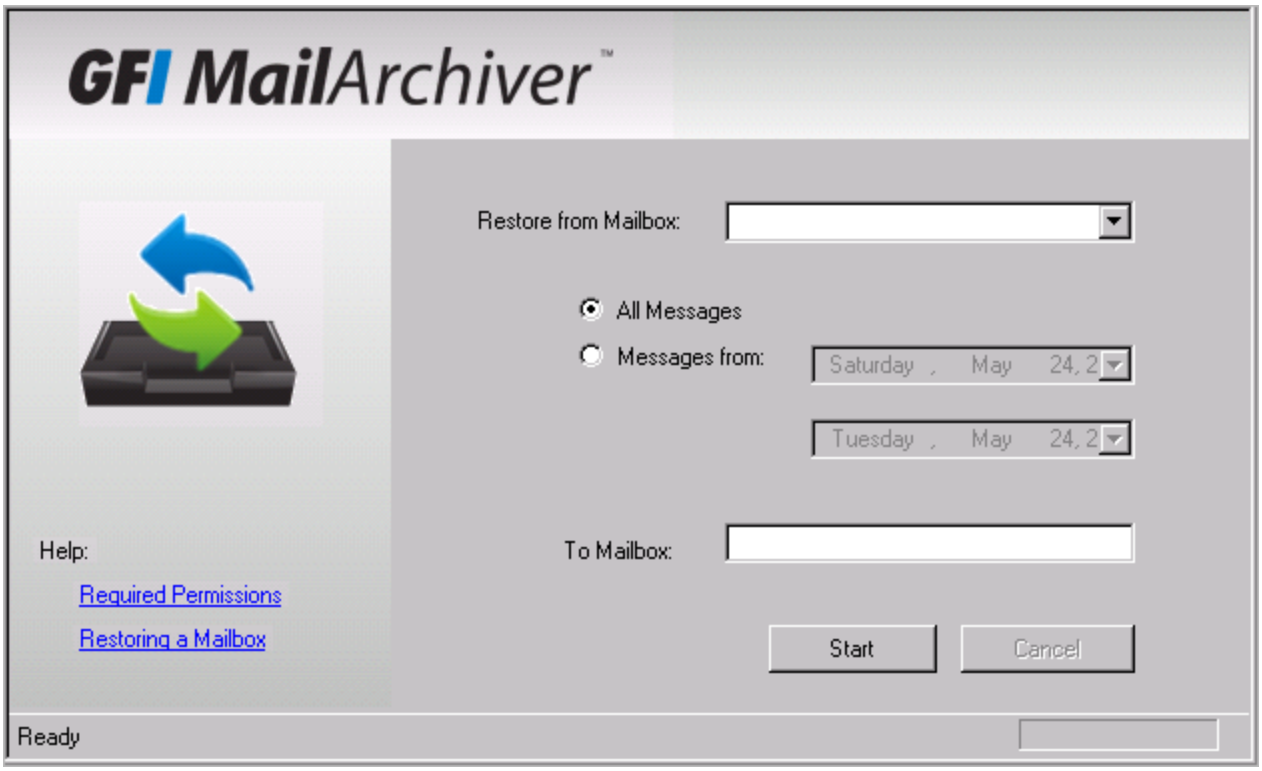
> **NOTE**
>
> The duration of the export process depends on the amount of emails to export.

10 Restoring Mailboxes

GFI MailArchiver provides you with the facility to restore emails archived within GFI MailArchiver Archive Stores to a Mailbox in Microsoft® Exchange Server. Using the GFI MailArchiver Mailbox Restore feature enables you to restore, for example, emails for deleted mailboxes.

10.1 Restore a mailbox

1. Launch the GFI MailArchiver Mailbox Restore utility from the GFI MailArchiver program group (**GFI MailArchiver > Mailbox Restore**).



Screenshot 117: Restore mailbox utility

2. Select a mailbox to restore from the **Restore from Mailbox** field.

3. Select **All messages** to restore all messages or specify a 'Date from' and a 'Date to' to restore a specific date range.

4. Key in the mailbox to restore emails to in the **To mailbox** field.

5. Click **Start** to start the mailbox restore process.

NOTE

The GFI MailArchiver Mailbox Restore utility require the following rights for the user under which this utility is running:

- Access to the emails in GFI MailArchiver (Source)
- Read/write access to the Microsoft® Exchange Server mailbox (destination);
- Executable rights on the server where GFI MailArchiver is installed.

For further information, refer to:

http://go.gfi.com/?pageid=MAR_MailboxRestorePermissions

11 Troubleshooting

Troubleshooting and supportIntroductionThis chapter explains how to resolve any issues encountered during installation of GFI MailArchiver. The main sources of information available to solve these issues are:This manual - most issues can be solved through the information in this section.GFI Knowledge Base articlesWeb forumContacting GFI Technical Support

11.1 GFI SkyNet

GFI maintains a comprehensive knowledge base repository, which includes answers to the most common problems. GFI SkyNet always has the most up-to-date listing of technical support questions and patches. In case that the information in this guide does not solve your problems, next refer to GFI SkyNet by visiting: http://kb.gfi.com/.

11.2 Web Forum

User to user technical support is available via the GFI web forum. Access the web forum by visiting: http://forums.gfi.com/.

11.3 Request technical support

If none of the resources listed above enable you to solve your issues, contact the GFI Technical Support team by filling in an online support request form or by phone.

- **Online**: Fill out the support request form and follow the instructions on this page closely to submit your support request on: http://support.gfi.com/supportrequestform.asp
- **Phone**: To obtain the correct technical support phone number for your region visit: http://www.gfi.com/company/contact.htm

> **NOTE**
>
> Before contacting Technical Support, have your Customer ID available. Your Customer ID is the online account number that is assigned to you when first registering your license keys in the GFI Customer Area at: http://customers.gfi.com.

We will answer your query within 24 hours or less, depending on your time zone.

11.4 Documentation

If this manual does not satisfy your expectations, or if you think that this documentation can be improved in any way, let us know via email on: documentation@gfi.com.

11.5 Installation problems

Table 93: Installation problems

ISSUE	DESCRIPTION
One of the following error messages is displayed while installing GFI MailArchiver: » Error 1720. There is a problem with this Windows® Installer package. A script required for this install to complete could not be run. Contact your support personnel or package vendor. » Setup failed to launch installation engine: Access is denied. » Error installing Ikernel.exe, access is denied.	1. Disable real-time scanning of anti-virus products or any other software scanning your machine real-time. 2. Ensure that you do not have any software that automatically removes files from the TEMP directory. 3. Log in the machine with the Domain Administrator account. 4. Download and install the latest version of Windows® Scripting Host & Windows Installer for your Windows Operating System from: http://www.microsoft.com/downloads/ 5. Ensure that the following Windows® technologies are installed correctly and not corrupt: » Windows® Management Instrumentation (WMI) » Windows® Installer » Microsoft .Net Framework » Microsoft Data Access Components (MDAC) 6. Ensure that the following system libraries located at <Windows\System32> are correctly registered: » Oleaut32.dll » urlmon.dll » ole32.dll » Actxprxy.dll » Scrrun.dll » Browseui.dll » Mshtml.dll » Shdocvw.dll » Shell32.dll To register a library with the operating system, perform the following steps: 1. Click **Start** and select **Run** 2. Key in cmd.exe and click Enter. 3. Key in 'regsvr32 <path & filename of dll>' **Example:** 'regsvr32 c:\windows\system32\urlmon.dll' 4. Place the installation file in a temporary directory (Example C:\temp) on the machine where you are installing the GFI product. 5. Also, check the Distributed Component Object Model (DCOM) permissions as explained in: http://support.microsoft.com/default.aspx?scid=kb;en-us;295278

ISSUE	DESCRIPTION
During installation, the following error is displayed: » The wizard was interrupted before GFI MailArchiver could be completely installed. » Your system has not been modified. To complete installation at another time, please run setup again. » The wizard was interrupted before GFI MailArchiver could be completely installed.	**Cause:** Windows Scripting Host (WSH) is outdated or corrupted. **Solution:** Install latest version of Windows® Scripting Host (WSH) and reboot the machine. WSH can be downloaded from: http://www.microsoft.com/en-us/download/details.aspx?id=8247

11.6 General Issues

Table 94: General issues

ISSUE	DESCRIPTION
GFI MailArchiver fails to authenticate users on loading web interface in Windows® Server 2008.	**Cause:** Problem caused by use of Forms Authentication and Http errors module installation in IIS®7. **Solution 1:**Uninstall HTTP Errors module. **Solution 2:**Remove HTTP errors from GFI MailArchiver virtual directory: 1. Unlock the Custom Errors Module from the server. a. From IIS® Manager, select the server. b. Double click **Modules** icon and select **CustomErrorModule**. c. Click **Unlock** from **Actions** pane. 2. Remove Custom Error Module from the GFI MailArchiver virtual directory. a. Select the GFI MailArchiver virtual directory b. Select **CustomErrorModule** c. Click **Remove** from Actions pane and **YES** to confirm.
Blank page/HTML code/instructions to download aspx is displayed in browser on loading GFI MailArchiver	**Cause:** ASP.NET® not registered with IIS® Web Server. **Solution:** Register ASP.NET®: 1. From Command Prompt, change directory as follows: » 32-bit machines: <*WindowsDir*>*Microsoft.NET**Framework*\<*version number*>\ » For 64-bit machines change to: <*WindowsDir**Microsoft.NET**Framework64*\<*version number*>\ 2. Key in '`aspnet_regiis.exe -i`' and press **Enter**.

ISSUE	DESCRIPTION
GFI MailArchiver fails to authenticate when loading the web interface: Error 401.	**Cause:** This error occurs when the IIS® authentication method is not configured correctly on the GFI MailArchiver server. **Solution:** Verify the IIS® authentication method used. **IIS® 6** 1. Navigate to **Start > Programs > Administrative Tools > Internet Information Services (IIS®) Manager**. 2. Expand **<web server name> > Web Sites > Default Web Site**, right click **MailArchiver** and select **Properties**. 3. Select **Directory Security** tab and under Authentication and access control, click **Edit**. 4. Check the **Enable anonymous access** check box. 5. In the **Authenticated access** area, select the authentication method to use. **Integrated Windows authentication** is recommended. 6. Click **OK** twice and close Internet Information Services (IIS®) Manager. **IIS® 7** 1. Navigate to **Start > Programs > Administrative Tools > Internet Information Services (IIS®) Manager**. 2. Expand **<web server name> > Sites > Default Web Site and select MailArchiver**. 3. In the Features view, double click **Authentication.** 4. Click **Anonymous Authentication** and from the right pane select **Enable**. 5. Select the authentication method to use and from the right pane click **Enable**. Windows Authentication is recommended. 6. Close Internet Information Services (IIS®) Manager.

ISSUE	DESCRIPTION
GFI MailArchiver fails to authenticate when loading the web interface: Error 4000.	**Cause:** This error occurs when another application is installed on the GFI MailArchiver server, which may be using the same ports required by GFI MailArchiver. **Solution:** Verify that the default ports used by GFI MailArchiver are not used by other software: 1. In GFI MailArchiver server, launch Command Prompt. 2. In the command line, type `netstat -abn >C:\netstat.txt`. A text file named netstat.txt is created in C:\. 3. Open **netstat.txt** and locate the following entries under **Proto** column: » TCP 0.0.0.0: 8014 - [MArc.Core2.exe] » TCP 0.0.0.0: 8017 - [MArc.Core.exe] » TCP 0.0.0.0: 8018 - [MArc.Store.exe] » TCP 0.0.0.0: 8019 - [MArc.Search.exe] » TCP 0.0.0.0: 8020 - [MArc.MAIS.exe] If any of the ports do not correspond with the executable files, the GFI MailArchiver executable file must be configured to use a different port. To change a default port: 1. Navigate to **Start > Run** and type `services.msc`. 2. Stop all GFI MailArchiver services. 3. Navigate to the GFI MailArchiver installation folder and backup the following files: » ..\Core\bin\MArc.Core.Remoting.exe.config » ..\Core\bin\MArc.UMPolling.ExPolling.exe.config » ..\Core2\bin\Marc.Core2.exe.config » ..\Core2\bin\Marc.Core2.Remoting.exe.config » ..\Mais\bin\MArc.MAIS.Remoting.exe.config » ..\Mais\bin\MArc.MAIS.exe.config » ..\Search\bin\MArc.Search.Remoting.exe.config » ..\Search\bin\MArc.Search.exe.config » ..\Store\bin\MArc.Store.Remoting.exe.config » ..\Store\bin\MArc.Store.exe.config » ..\ASPNET\remoting.config 4. Open each .config file listed in step 3 in a text editor, search for the port number to change and replace by a new port number. **Example:** Search for 8017 and replace by 8117. **NOTE:** Ensure that the new port number is not used by any other application. 5. When changes are made in a .config file, save the file with encoding set to **UTF-8**. 6. Click Save to apply changes. 7. When all .config files are updated, restart the GFI MailArchiver services stopped in step 2. 8. Repeat netstat test in command prompt to confirm that the

ISSUE	DESCRIPTION
	GFI MailArchiver is now using the new ports.
When moving emails from the Sent Items folder of the Microsoft® Exchange mailbox to another folder, the move is not replicated in the folder structure of GFI MailArchiver.	**Cause:** This behavior occurs when Cached Exchange Mode is enabled in the user's Microsoft Outlook® account settings. For more information about Cached Exchange Mode refer to: http://go.gfi.com/?pageid=MAR_CachedExchangeMode **Solution:** Disable the Cached Exchange Mode from Microsoft Outlook® as follows: **Microsoft Outlook® 2003** 1. Navigate to **Tools > E-mail Accounts**. 2. Select **View or change existing e-mail accounts** and click **Next**. 3. Select the Microsoft® Exchange Server mailbox account and click **Change**. 4. Unselect **Use Cached Exchange Mode** and click **Next**. 5. Click **OK** and click **Finish**. 6. Restart Microsoft Outlook® to apply change. **Microsoft Outlook® 2007** 1. Navigate to **Tools > Account Settings**. 2. In the E-mail tab, select the Microsoft® Exchange Server mailbox account and click **Change**. 3. Unselect **Use Cached Exchange Mode** and click **Next**. 4. Click **OK** and click **Finish**. 5. Restart Microsoft Outlook® to apply change. **NOTE:** This solution applies only to emails which are archived after Cached Exchange Mode is disabled.
When opening emails or email attachments from the GFI MailArchiver interface, one of the following errors is encountered: » A Web filtering error specifying that the downloaded attachment is corrupted. » The downloaded attachment is opened in Internet Explorer® instead of its default application.	**Cause:** This may occur when a web filtering tool is installed between GFI MailArchiver server and GFI MailArchiver Outlook Connector, and is blocking HTTP requests. **Solution:** Configure the web filtering tool to allow all HTTP traffic generated from GFI MailArchiver server. Ensure that the GFI MailArchiver server's IP address, NETBIOS name or DNS name are not blocked by the web filter. For more information, refer to: http://go.gfi.com/?pageid=MAR_WebFiltering

11.7 Import Export Problems

Table 95: Import Export problems

ISSUE	DESCRIPTION
1. Importing/exporting displays: "The GFI MailArchiver Import Service is not running"	**Cause:** The GFI MailArchiver Import Service is stopped. **Solution:** Ensure that the GFI MailArchiver Import Service is started: 1. Select **Start > Run**, key in '`services.msc`' and click **Enter**. 2. Ensure that the 'GFI MailArchiver Import Service' is started. In case it is not, right click it and select **Start**.

ISSUE	DESCRIPTION
2. Importing/exporting displays: “Export processes paused since no databases are configured for the GFI MailArchiver Import Service”	**Cause:** No databases are configured in the GFI MailArchiver Import Service Configuration. **Solution:** Ensure that the GFI MailArchiver Archive store configured within the GFI MailArchiver Import Service is not a Read-Only archive Store: 1. From GFI MailArchiver, select **Archive Stores** node. 2. Click **Edit Settings** Icon next to the Archive store configured in the GFI MailArchiver Import Service. 3. Ensure that the **Do not allow further archiving into this archive store** is not enabled.
3. Importing/exporting displays: “The number of files in the process queue is growing large. Export processes have been paused to give some time to the GFI MailArchiver Import Service to process the email backlog.”	**Cause:** GFI MailArchiver is not able to archive emails in the databases. This results in emails backing up in the <\GFI\MailArchiver\MAIS\Pickup> folder. When the amount of emails in this folder reaches 300, the GFI PST Export tool is instructed to pause. **Solution:** Check if there are more than 300 files in the <\GFI\MailArchiver\MAIS\Pickup> folder. If there are, this might indicate that emails are not being uploaded to Archive Store. 1. Ensure that the GFI MailArchiver directory is excluded from real-time backup and/or virus scanning software. 2. Ensure that GFI MailArchiver has a stable connection to the database and that it has enough resources to cope with the load. 3. For SQL Server® databases, set the auto-growth settings of both the data and the transaction log files to a fixed value in megabytes, instead of a percentage value. Recommended values are 10 Mb for the Transaction Logs and 100 MB for the Data Files. Also, ensure that the Maximum file size option for both data and transaction files is left to ‘Unrestricted file growth’. 4. Ensure that there is enough disk space on the server where the GFI MailArchiver Import Service is running.

ISSUE	DESCRIPTION
4. Importing/exporting displays: “A large number of emails have a date that does not match any of the date ranges covered by the databases configured. Export processes suspended indefinitely. Please check the manual for troubleshooting”	**Cause 1:** There are no databases configured in the GFI MailArchiver Import Service Configuration that cover the date of some emails. Such emails cannot be stored in any database, and will be stored in the <\GFI\MailArchiver\MAIS\Unclassified> folder. When the amount of emails in this folder reaches 500, the email extraction wizard is instructed to pause. **Solution 1:** Navigate to the ‘Unclassified’ folder. » If any emails in the folder do not need to be archived, you can delete these emails. GFI MailArchiver Import Service will automatically resume with the processing of other emails. » If any emails in the folder need to be archived: 1. Determine the date range of the unclassified emails. **NOTE:** To determine the exact date of the email, open the .eml file in the ‘Unclassified’ folder, and see the email header. 2. Modify the GFI MailArchiver Import Service Configuration archive stores’ date ranges, or create a new archive store that covers the date range. **NOTE:** For instructions on how to set the dates of the archive stores, refer to the section **Configure the GFI MailArchiver Import Service** in the appropriate scenario of Import and Export Emails chapter in this manual. 3. Move emails located in the Unclassified folder to the <\GFI\MailArchiver\MAIS\Queue> folder. 4. The Import Service will automatically proceed with archiving the emails. **NOTE:** For more information and instructions about emails in the Unclassified folder, refer to the **Unclassified emails** chapter in one of the appropriate scenarios described in the Import and Export Emails chapter in this manual. For more information on this solution refer to: http://go.gfi.com/?pageid=MAR_ImportExportDateRange **Cause 2:** Spam emails are often sent with corrupt mail headers, making it impossible for the GFI MailArchiver Import Service to determine the date received for such emails. These emails will be found in the ‘Unclassified’ folder, with an incorrect date. **Solution 2:** It is recommended to delete such emails from the ‘Unclassified’ folder.
5. When exporting PST files, the following error is displayed: “Either there is no default mail client or the current mail client cannot fulfil the messaging request. Please run Microsoft Outlook® and set it as the default mail client”	**Cause:** To export emails from a PST file using the GFI PST-Exchange Email Export tool Microsoft Outlook® version 2003 or higher must be installed on the same machine. **Solution:** Install Microsoft® Office version 2003 or higher.

ISSUE	DESCRIPTION
6. When using the GFI MailArchiver PST-Exchange Email Export the following errors are displayed: “Mailbox could not be opened using current credentials.” “Access is denied.” “Failed to enumerate folders.” “The mailbox selected cannot be accessed. Please check your credentials.”	**Cause:** The GFI MailArchiver PST-Exchange Email Export tool uses the credentials of the logged-on user when run on the Microsoft® Exchange Server machine directly. When the GFI MailArchiver PST-Exchange Email Export tool is run on a machine that is not the Microsoft Exchange server machine, you need to specify a username and password. In both cases, this account needs to have ‘SendAs’ and ‘ReceiveAs’ permissions on the mailboxes from which emails are to be extracted. **Solution:** Refer to: http://go.gfi.com/?pageid=MAR_ImportExportCredentials for detailed instructions on how to solve this issue.

11.8 Outlook® Connector Issues

Table 96: Outlook® connector issues

ISSUE	DESCRIPTION
GFI MailArchiver Outlook Connector shows a warning sign in Microsoft Outlook® right after installation	**Cause:** This behavior is normal. Once you install the GFI MailArchiver Outlook Connector, it would need to synchronize the emails with GFI MailArchiver.
GFI MailArchiver Outlook Connector synchronizes and keeps only the last 365 days worth of emails.	**Cause:** By default GFI MailArchiver Outlook Connector only synchronizes and keeps the last 365 days worth of emails. **Solution:** Default behavior can be modified by changing a special key in the GeneralSettings.xml configuration file: 1. Close Microsoft Outlook®, navigate to: » Windows® XP and earlier: <c:\Documents and Settings\user\Local Settings\Application Data\GFI\MailArchiver 6\> » Windows® Vista: <c:\Users\userA\AppData\Local\GFI\MailArchiver 6\> 2. Open GeneralSettings.xml file using a text editor. 3. Locate the SynchronizeDaysSpan element and change the value from 365 (default) to the number of days worth of emails to see in the Outlook® Connector. **Example:** To view the last 5 years worth of emails set the line as: <SynchronizeDaysSpan>1826</SynchronizeDaysSpan> 4. Save and close the GeneralSettings.xml file. 5. Delete the local cache from the same directory. This is normally a long number with FDB extension. If you are not sure which one to delete, open the StoreSettings.xml and locate the Store ID attributed with the user whose cache you want to affect. 6. Open Microsoft Outlook® and synchronize GFI MailArchiver Outlook Connector with GFI MailArchiver to enable changes. Delete this text and replace it with your own content.
GFI MailArchiver search page does not appear in the Search folder in Microsoft Outlook® 2007	**Cause:** In Microsoft Outlook® 2007, the home page setting is disabled for non-default stores. The GFI MailArchiver Mailbox is a non-default store, and is therefore affected by this policy. **Solution:** Refer to the Microsoft KBase below for more details on how to solve this issue: http://support.microsoft.com/kb/923933

ISSUE	DESCRIPTION
One of the following issues is encountered: » Cannot enable Offline Access from the settings dialog » Cannot set the number of days for Offline Access greater than a particular number	**Possible cause** The offline access settings are automatically configured by the system administrator or the feature is disabled by the system administrator. **Possible solution** Consult these issues with your system administrator.
GFI MailArchiver Outlook Connector is not synchronizing with GFI MailArchiver.	**Cause 1:** No connection between the client machine and the GFI MailArchiver server. **Solution 1:** Check with your system administrator to confirm the URL of GFI MailArchiver. This can be modified from the GFI MailArchiver Outlook Connector settings dialog. **Cause 2:** GFI MailArchiver Outlook Connector is disabled **Solution 2:** Enable GFI MailArchiver Outlook Connector from **Start > Programs > GFI MailArchiver Outlook Connector > Enable Outlook Connector** and restart Microsoft Outlook®.
Synchronization errors: HTTP Errors	**Possible cause:** HTTP errors are due to network configuration issues. **Possible solution:** For more information refer to: » http://support.microsoft.com/kb/324069 » http://msdn.microsoft.com/en-us/library/ms524996.aspx » http://support.microsoft.com/kb/907273
Synchronization errors: HTTP Error 500	**Possible cause:** The GFI MailArchiver server is busy or inaccessible. **Possible solution:** Resynchronize the GFI MailArchiver Outlook Connector within a few minutes.
Synchronization errors: GFI MailArchiver connection timeout	**Possible cause:** The GFI MailArchiver server is busy and failed to send the required data in a specified time interval. **Possible solution:** To increase the timeout value: 1. Navigate to: » Windows® XP and earlier: <c:\Documents and Settings\user\Local Settings\Application Data\GFI\MailArchiver6\> » Windows® Vista: <c:\Users\userA\AppData\Local\GFI\MailArchiver6\> 2. Open GeneralSettings.xml using a text editor. 3. Locate the TryConnectionTimeout element and increase the default value of 120000. 4. Save and close GeneralSettings.xml.

12 Glossary

A

Access privileges

Permissions granted to users or group of users to perform various operations on diverse emails.

Active Directory

A technology that provides a variety of network services, including LDAP-like directory services.

AD

See Active Directory

Archive Store management

A GFI MailArchiver technology that enables you to queue and schedule the archive stores to use according to different time periods.

Archive Stores

A collection of email sources, email metadata and search indexes within GFI MailArchiver

C

Categorization policies

A categorization system within GFI MailArchiver that enables the categorization of email according to its label.

Conversation thread

A list of emails forming a conversation between two or more users.

D

Database Activity Auditing

A system that uses the tracing capabilities of Microsoft SQL server to record all activity within an archive database.

Database schema

The structure of a database that defines the tables, the fields in such tables and the relationship between fields and tables.

E

Exchange OLE DB provider

A method used to access the local Microsoft Exchange Server store by using OLE DB and Microsoft ADO.

Exchange System manager

A specialized MMC console that enables you to manage your Exchange organization.

ExOLEDB

See Exchange OLE DB provider

F

Firebird database

An open source relational database system.

G

GFI MailArchiver Import Service

A GFI MailArchiver tool that imports email data from file to the GFI MailArchiver.

GFI MailArchiver Outlook Connector

A GFI MailArchiver tool that enables you to synchronize Microsoft Outlook folders with the email data archived by GFI MailArchiver.

GFI MailInsights

A reporting facility within GFI MailArchiver that leverages archived emails to deliver information related to email usage and trends.

GPO

See Group Policy Objects

Group Managers

A user group within GFI MailArchiver that members can browse and search through all users forming part of their Active Directory group.

Group Policy Objects

An Active Directory centralized management and configuration system that controls what users can and cannot do on a computer network.

H

Headers

Information that precedes the email text (body). This includes the sender, recipient, subject, sending and receiving time stamps, etc.

I

IMAP

See Internet Message Access Protocol

Internet Message Access Protocol

One of the two most commonly used Internet standard protocols for e-mail retrieval, the other being POP3.

J

Journaling

A Microsoft Exchange Server feature which stores email copies in a central mailbox for various purposes, incl. mail archiving.

M

Mailbox

A directory or folder used for receipt, filing, and storing messages of emails.

Mailbox folder structure retrieval

A GFI MailArchiver feature that enables you to synchronize the mailbox folder structure in Microsoft Exchange with GFI MailArchiver

MAIS

See GFI MailArchiver Import Service

MAPI

See Message Application Programming Interface

Message Application Programming Interface

A messaging architecture and a Component Object Model based API for Microsoft Windows.

Metadata

Data that provides information about email archived within GFI MailArchiver.

Microsoft SQL Server

A Microsoft relational database management system.

MIME

See Multipurpose Internet Mail Extensions

Mixed authentication mode

An SQL server authentication method that enables both Windows and SQL Server authentication.

Multipurpose Internet Mail Extensions

A standard that extends the format of e-mail to support text other than ASCII, non-text attachments, message bodies with multiple parts and header information in non-ASCII character sets.

O

OneClick Restore

A user-friendly method of restoring archived emails to the user s inbox and either restores emails as it was at the time of deletion or sends it to user as an email attachment.

Outlook Web Access

Microsoft Exchange Server s webmail service. Used to access email, contacts, tasks, etc. using a web interface when Microsoft Office Outlook is unavailable.

OWA

See Outlook Web Access

P

POP3

See Post Office Protocol ver.3

Post Office Protocol 3

A protocol used by local email clients to retrieve emails from mailboxes over a TCP/IP connection.

PST exporter

An agent-based tool that once deployed on the target computers, extracts emails from PST files for processing by the GFI MailArchiver Import Service.

PST file

A file used to store local copies of email, calendar events, contacts and other items within Microsoft Office Outlook.

Public folders

A common folder shared between Microsoft Exchange a user, which enables information sharing.

R

Retention Policies

A system that enables you to control for how long to keep specific emails in your archive stores.

S

Search index

A system that collects parses and stores data to enable fast and accurate information retrieval.

U

User interaction auditing

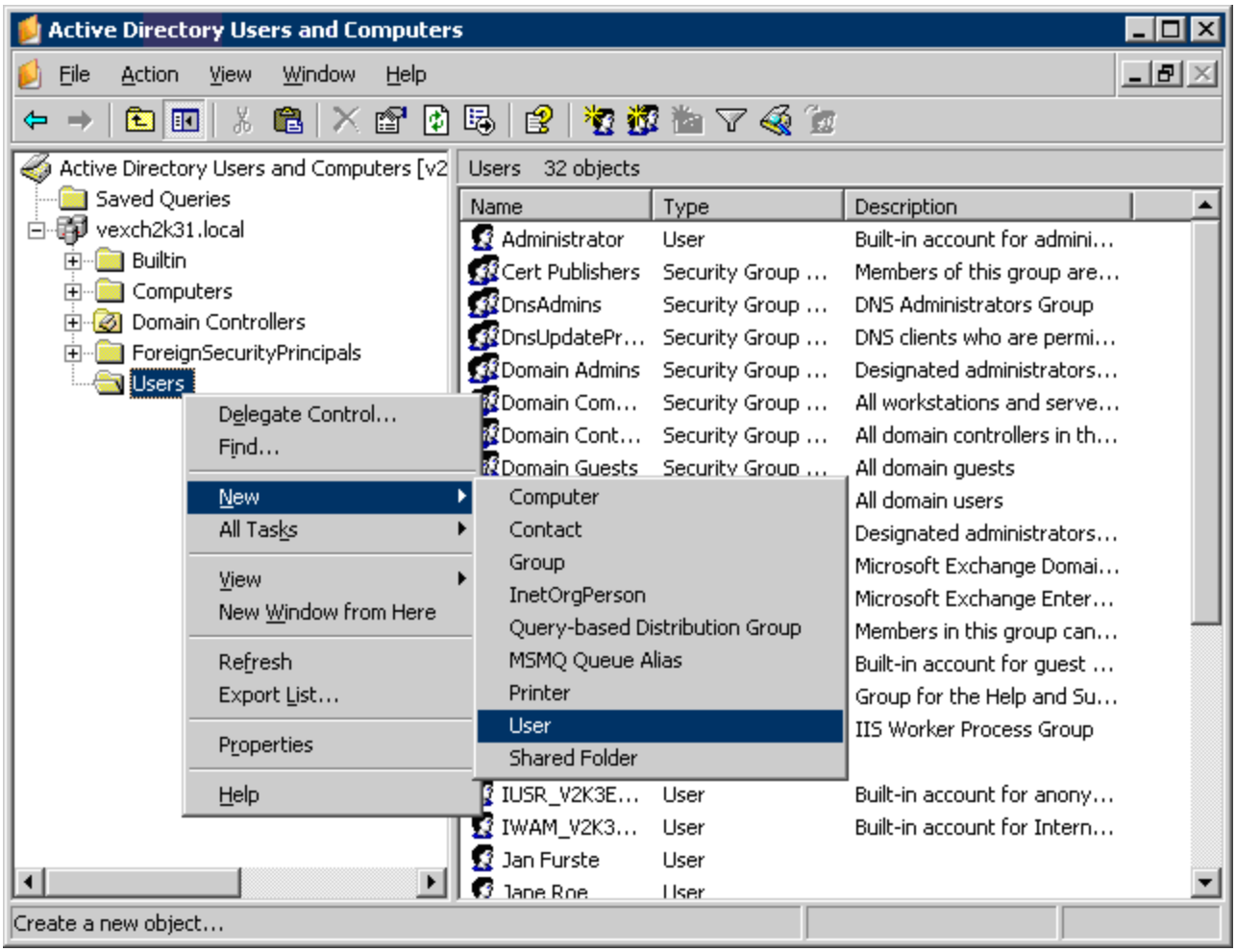
A system that enables you to record all users activity while they are using the GFI MailArchiver web interface.

13 Appendix 1 - Microsoft Exchange Manual Operations

13.1 Create a Journal Mailbox in Microsoft® Exchange Server 2000/2003

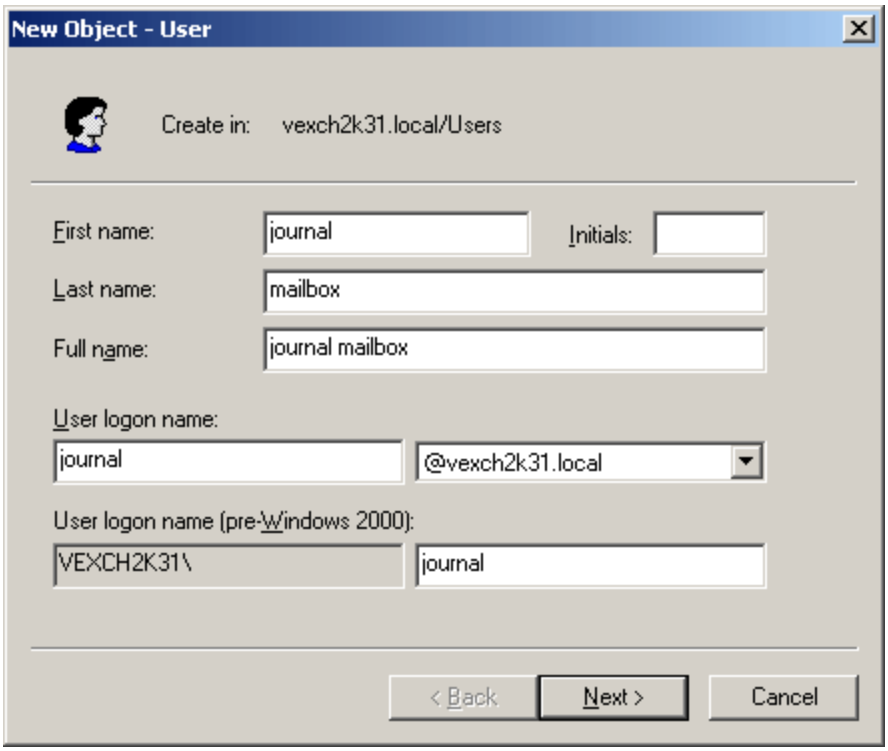
13.1.1 Step 1: Create a New Journaling Mailbox.

1. Select **Start > Programs > Microsoft Exchange > Active Directory Users and Computers.**



Screenshot 118: Add new user in Microsoft® Exchange Server 2003

2. Expand the domain to archive emails from, right-click **Users** node and select **New > User**.



Screenshot 119: New Object - User dialog

3. Key in a relevant 'User logon name' (For example journal), fill in other new user details, and click **Next**.

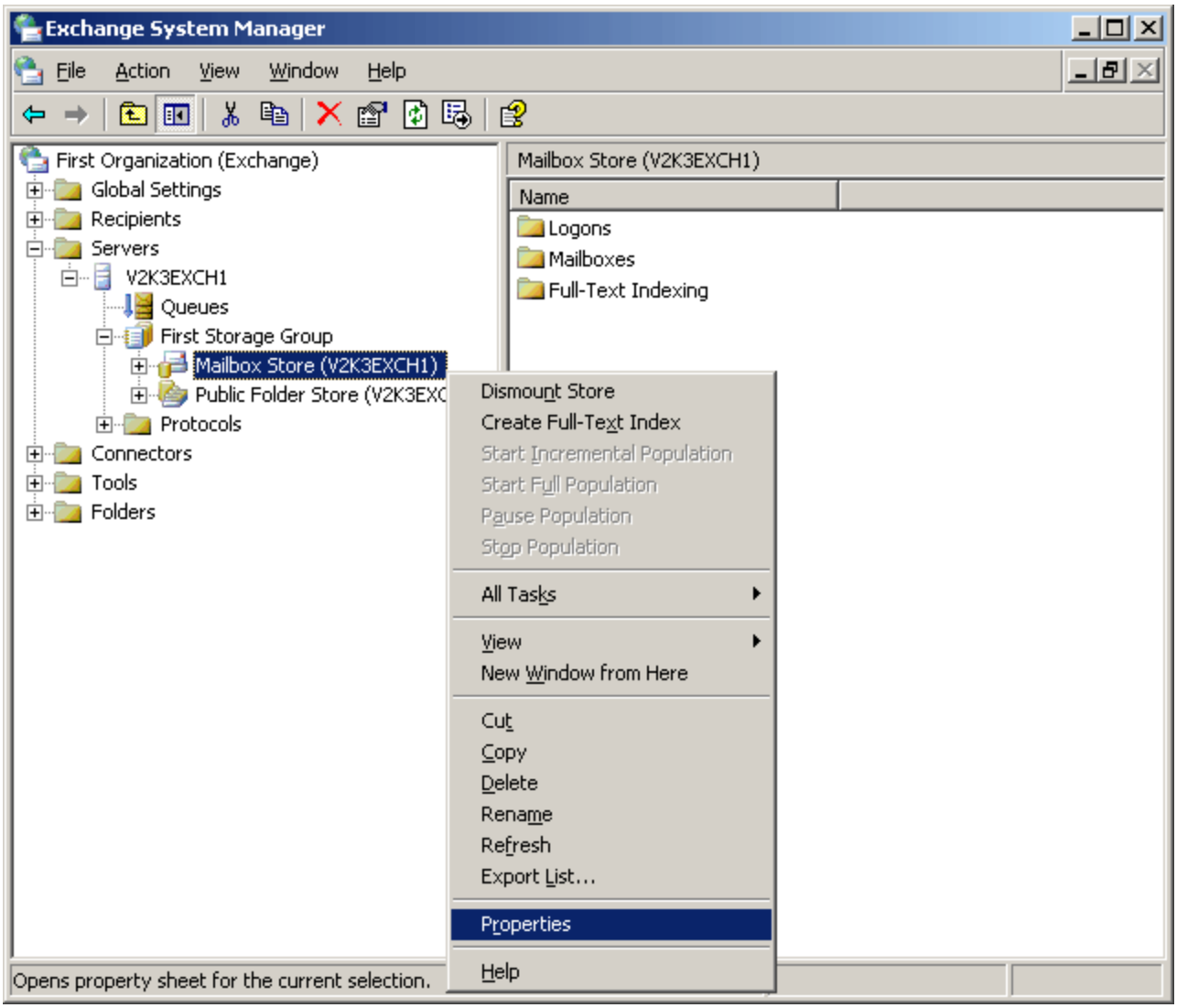
4. Key in a password, unselect **User must change password at next logon** option and enable **User cannot change password** and **Password never expires** options. Click **Next** to continue setup.

> **NOTE**
>
> Ensure that the password keyed in meets the password complexity requirements setup for your Active Directory® users.

5. Click **Next** and review the new user details. Click **Finish** to create new user.

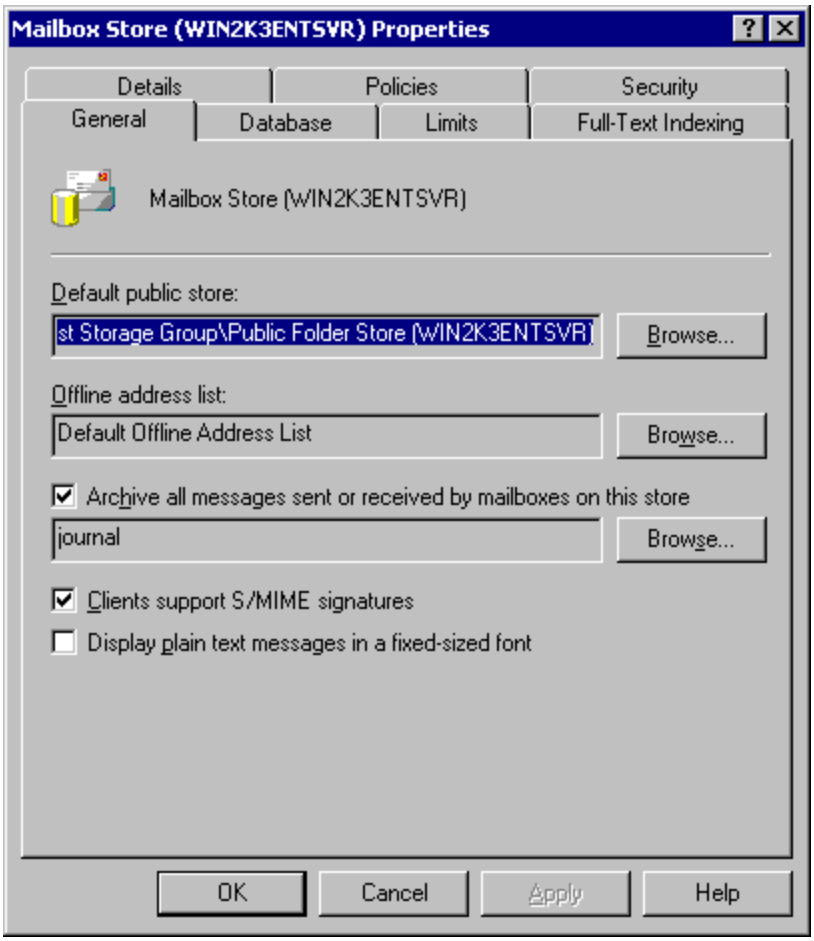
13.1.2 Step 2: Configure Email Archival to Journaling Mailbox

1. Select **Start > Programs > Microsoft Exchange > System Manager**.



Screenshot 120: Mailbox store node properties

2. Expand **Servers > <Your Server name> > Storage group**, right click Mailbox Store node and select Properties.



Screenshot 121: Enabling journaling on a Microsoft® Exchange Server mailbox store

3. From the **General** tab, select **Archive all messages sent or received by mailboxes on this store** check box and click **Browse** button.

4. Select the journaling mailbox name you created in step one, for example 'journal', and click **OK**.

5. Close the **Mailbox Store Properties** dialog and the **Exchange System Manager** Management console.

13.1.3 Step 3: Enable BCC Information Journaling

IMPORTANT

It is highly recommended that you DO NOT enable this option but enable **envelope journaling** instead. Envelope journaling journals all the header information, not just the BCC data. For more information on envelope journaling refer to Step 4: Enable Envelope Journaling

On Microsoft® Exchange Server 2000 and Microsoft® Exchange Server 2003 systems, BCC information is not by default included in the journaled message. To enable BCC information journaling:

For Microsoft® Exchange Server 2000 only

1. Install hot fix available from:

http://support.microsoft.com/?kbid=810999

For both Microsoft® Exchange Server 2000 and Microsoft® Exchange Server 2003.

1. From command prompt, type `regedit.exe`

2. Add the following registry key:

```
HKEY_LOCAL_
MACHINE\System\CurrentControlSet\Services\MSExchangeTransport\Parameters
```

3. Add the following registry key and values:

```
HKEY_LOCAL_
MACHINE\System\CurrentControlSet\Services\MSExchangeTransport\Parameters\
```

- Key name: JournalBCC
- Data type: Dword
- Data value: 1

4. Close Registry editor and from command prompt type `services.msc`. Restart **Simple Mail Transport Protocol** and the **Information Store** services.

13.1.4 Step 4: Enable Envelope Journaling

Envelope Journaling enables the archival of email header information and can be switched on using:

- Microsoft® Exchange Server Email Journaling Advanced Configuration (exejcfg.exe), or
- ADSI Editor Management console.

Using the exejcfg.exe tool

1. Download the exejcfg.exe tool from:

http://www.microsoft.com/downloads/details.aspx?familyid=E7F73F10-7933-40F3-B07E-EBF38DF3400D&displaylang=en

2. From the command prompt, navigate to the folder in which you copied the exejcfg.exe tool.

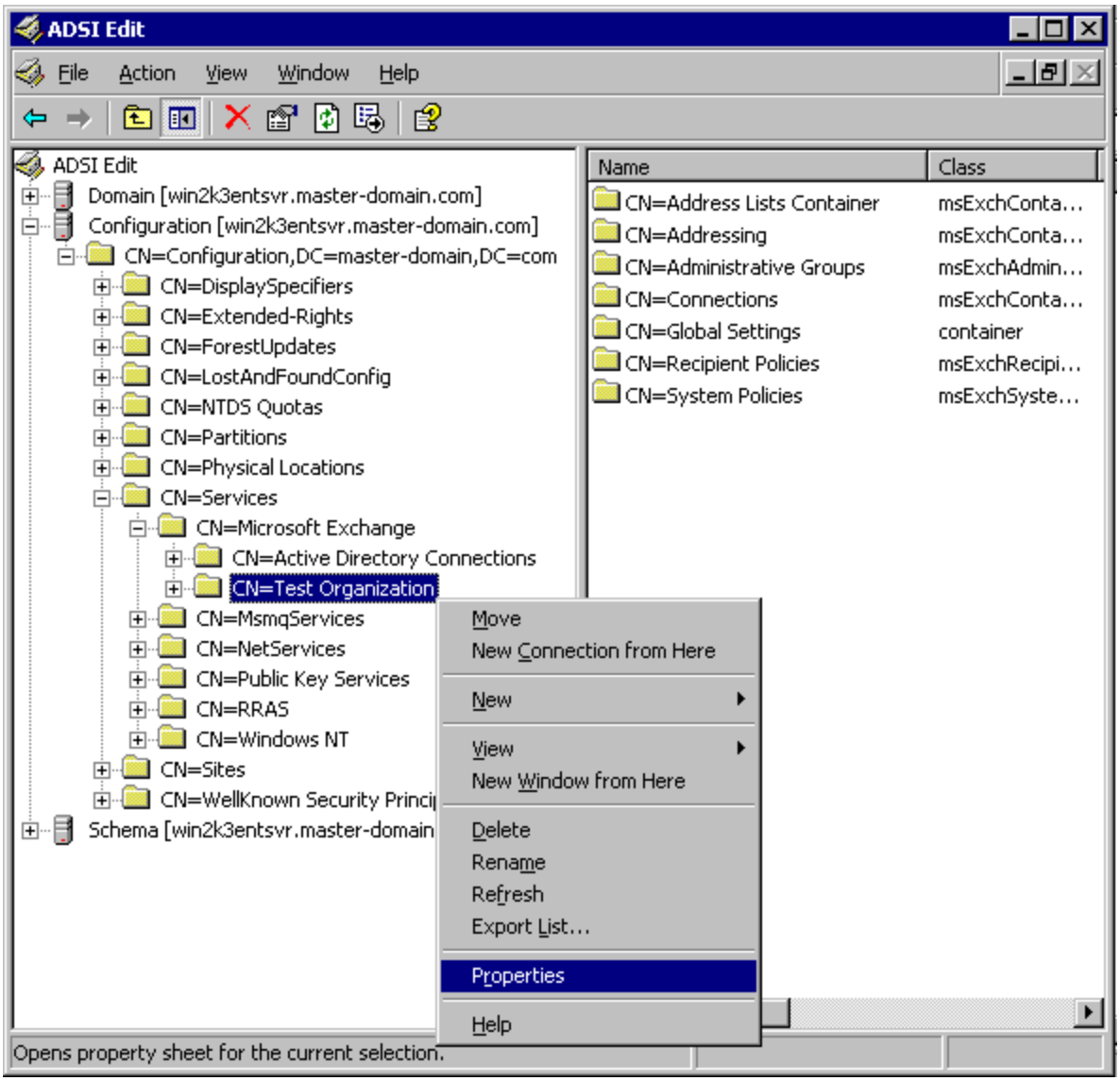
3. Type `exejcfg -e` and press **Enter**.

> **NOTE**
>
> `exejcfg -d` disables Envelope Journaling for that organization.

Using the ADSI Editor

1. Locate the `adsiedit.msc` tool from the Windows® 2000 Server resource kit or the Windows® 2003 Server support tools.

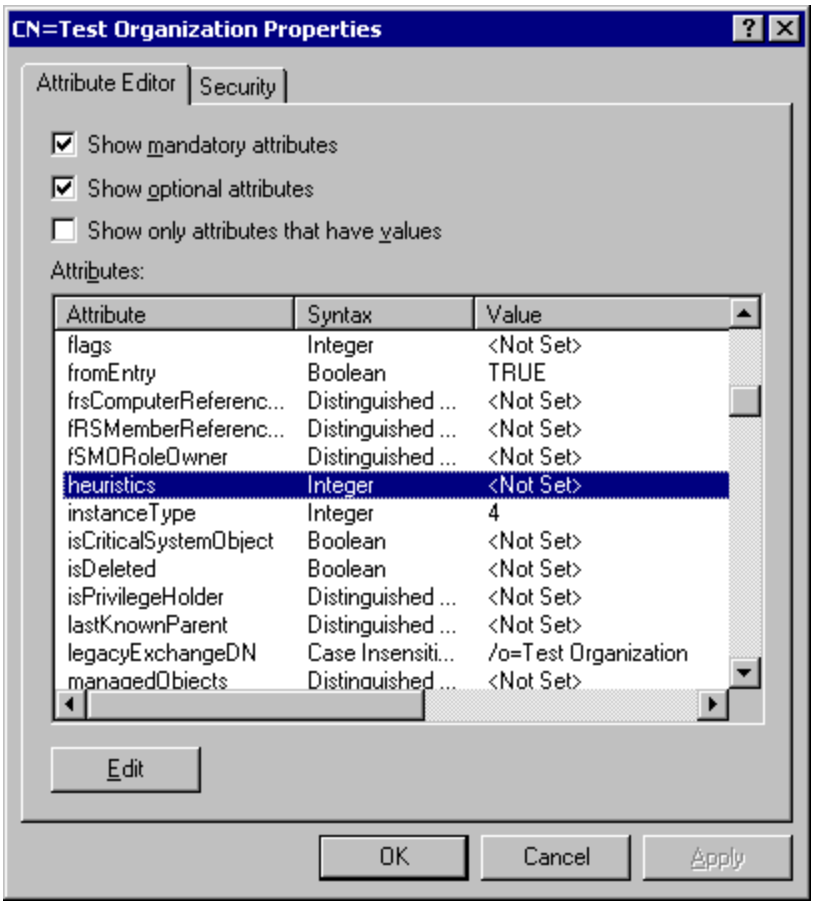
2. From command prompt, navigate to the folder where `adsiedit.msc` is stored, type `adsiedit.msc` and then press **Enter**.



Screenshot 122: ADSI Edit

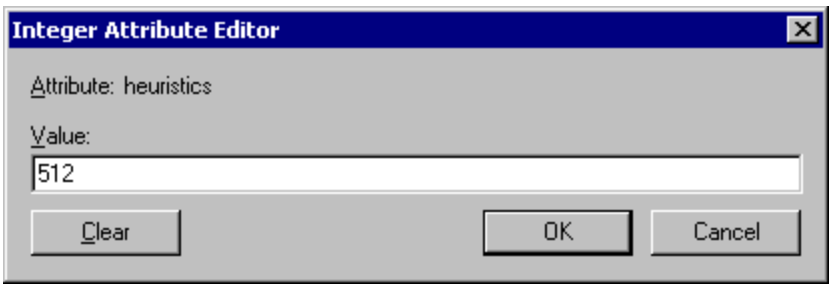
3. Expand **ADSI Edit > Configuration > <CN=Configuration> > <CN=Services> > <CN=Microsoft Exchange>** node.

4. Right-click **CN<your organization name>** node and click **Properties**.



Screenshot 123: Heuristics attribute

5. Select **heuristics** attribute from the **Attributes** list and click **Edit**.



Screenshot 124: Editing the heuristics attribute value

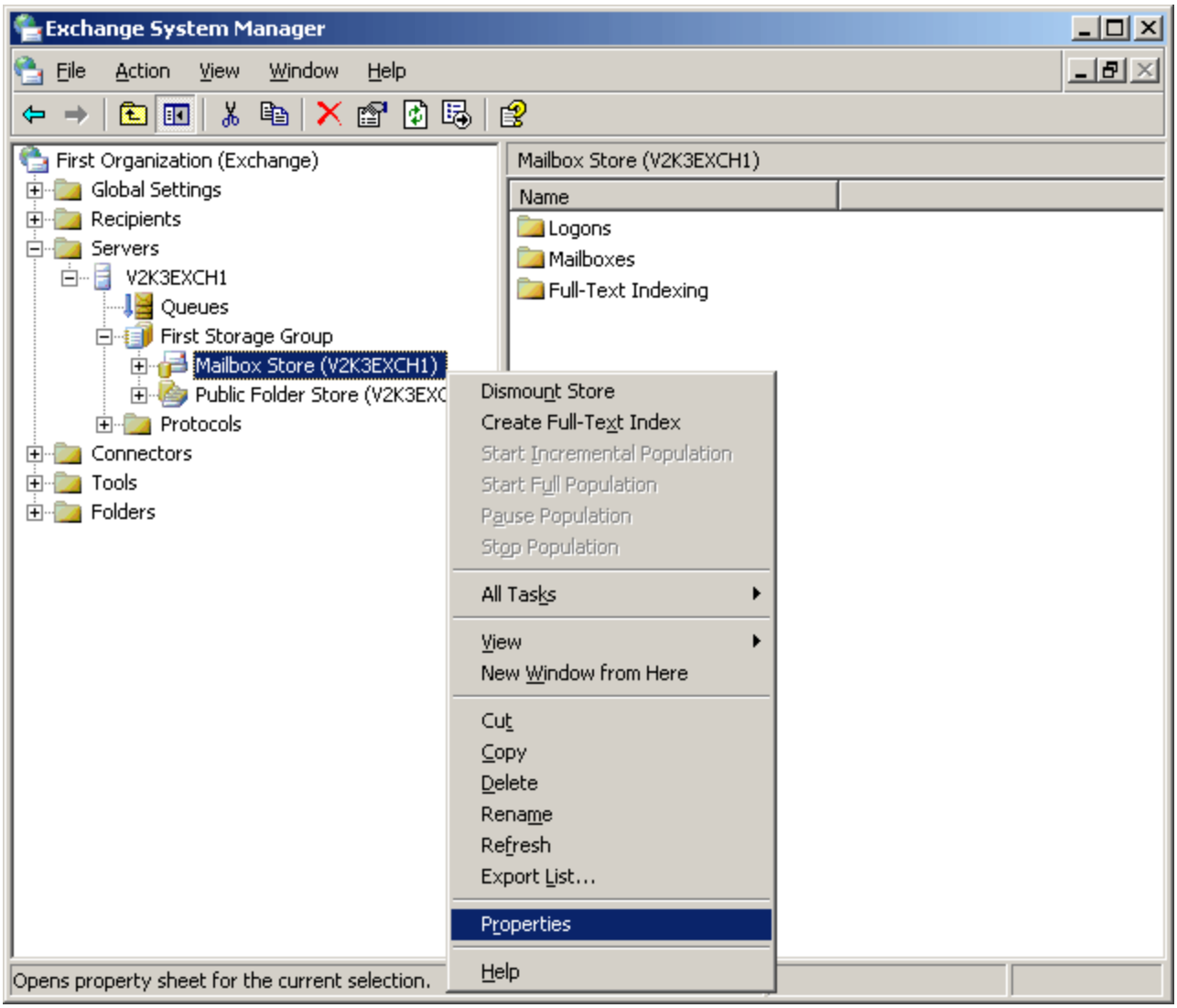
6. Key in '512' and click **OK**.

7. Click **OK** to save and close the **ADSIEdit** console.

> **NOTE**
>
> A value of 512 enables Envelope Journaling, and a value of 0 disables Envelope Journaling.

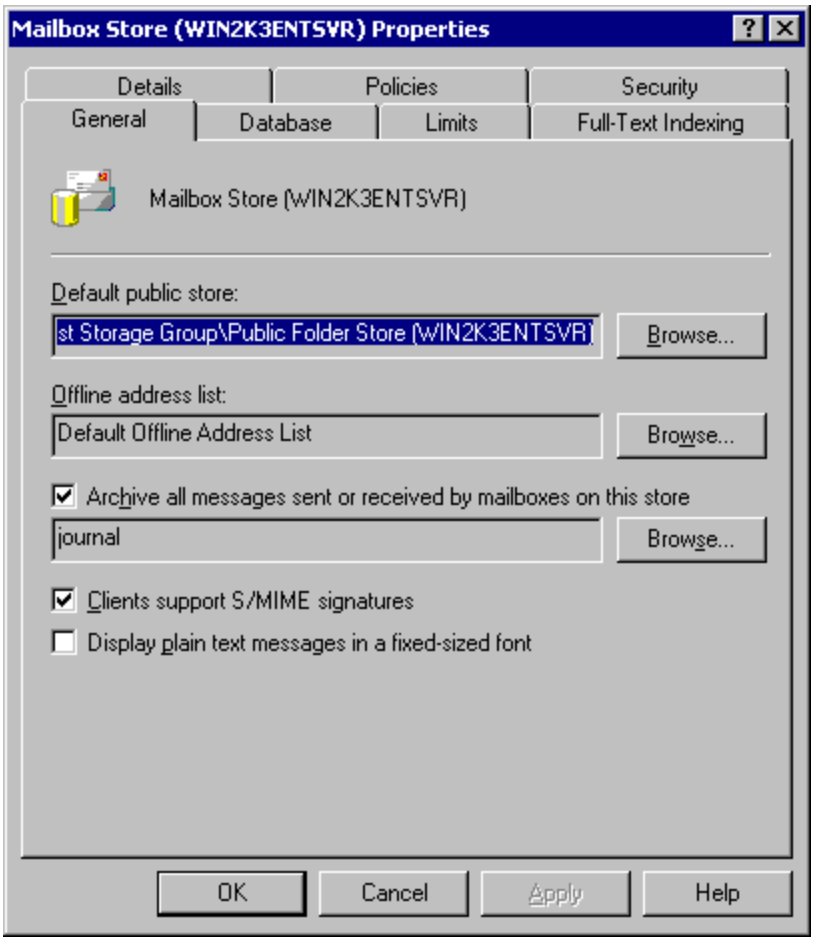
13.2 Disabling Journaling in Microsoft® Exchange Server 2000/2003

1. Select **Start > Programs > Microsoft Exchange > System Manager**.



Screenshot 125: Mailbox store node properties

2. Expand **Servers > <Your Server name> > Storage group**, right click **Mailbox Store** node and select **Properties.**



Screenshot 126: Enabling journaling on a Microsoft Exchange mailbox store

3. From the **General** tab, unselect the **Archive all messages sent or received by mailboxes on this store** check box. Click **OK** to save settings.

13.3 Removing Email from Microsoft® Exchange 2003

Once GFI MailArchiver is configured and your organization's email is being archived correctly, you may want to create a Mailbox Management Recipient Policy in Microsoft Exchange to free up space on the Exchange server by deleting email.

NOTE

Before you create a new recipient mailbox management policy, you must determine the following:

- What limits you want the policy to enforce
- The group you want the policy to control
- How you want the policy to handle messages that go past policy limits.

To create a mailbox management recipient policy:

1. Go to **Start > Programs > Microsoft Exchange**, and then click **System Manager**.

2. In the left pane of **Exchange System Manager**, expand **Recipients**, right-click **Recipient Policies**, point to New, and then click **Recipient Policy**. The **New Policy** dialog box appears.

3. Click to select the **Mailbox Manager Settings** check box, and then click **OK**.

NOTE

If you do not see the option for **Mailbox Manager Settings**, reapply the Exchange service pack. It may not have been correctly applied.

4. The **Properties** dialog box appears. Type a name for the recipient policy in the **Name** box.

NOTE

We recommend that you use a descriptive name, such as "Accounts Department Mailbox Settings."

5. Click **Modify**. The **Find Exchange Recipients** dialog box appears.

6. Click the **General** tab. In this example, mailbox management settings apply only to accounts that have an Exchange mailbox. Select only the **Users with Exchange mailbox**.

7. Click **Storage** to configure mailbox management recipient policies that are specific to a particular Exchange 2003 computer. Then, do one of the following:

- Click **Mailboxes on this server**, and then click **Browse**. The **Select Exchange Server** list box appears. Select the server that you want to use, and then click **OK**.
- Click **Mailboxes in this mailbox store**, click **Browse** to search for a store, and then click **OK**.

8. Click the **Advanced** tab, and then click **Field**. You can now select any of the following options:

- User
- Contact
- Group
- Public Folder

NOTE

Points 8-11 are optional if you want to be specific for a particular mailbox/user/group/folder

9. For this example, click **User**, and then click **Department** to select **Department** in the field **Value**.

10. Under **Condition**, click any of the following:

- Starts with
- Ends with
- Is (exactly)
- Is not
- Present
- Not present

11. If you click **Starts with, Ends with**, **Is (exactly)**, or **Is not** as your condition, type a value in the **Value** field. For example, click **Is (exactly)**, and then type **Accounts** to find all employees who work for the accounts department.

12. Click **Add** to add the condition to the list.

> **NOTE**
>
> You can add additional conditions, but all conditions must be true for a match to be displayed.

13. After you have finished adding conditions, click **Find Now**.

> **NOTE**
>
> Any matches to the conditions are displayed in the new list that appears in the **Find Exchange Recipients** dialog box.

14. If the list displays the correct users for this recipient policy, click **OK**. If not, revise the search conditions until your search displays the correct users for this recipient policy.

15. Click **OK**. You receive the following message:

```
When a recipient policy filter changes it does not mean that proxy
addresses for recipients who may no longer be under the control of the
policy will be automatically re-evaluated. For these recipients to receive
proxies from the new policies that they belong to, use 'Apply this policy
now' on the policies that now affect these recipients.
```

This message does not affect mailbox management recipient policies. Click **OK**.

16. Under **Filter rules**, the LDAP filter statement shows the current filter rule. Click the **Mailbox Manager Settings (Policy)** tab.

17. Under **When processing a mailbox**, click one of the following options for handling messages that go past the policy limits:

- Generate report only
- Move items to Deleted Items folder
- Move to System Cleanup folder
- Delete immediately

> **NOTE**
>
> Use caution when you use the **Delete the message immediately** option on folders, because users may have to recover their messages.

18. In the list of folders, select the folder that you want to configure, and then click **Edit**.

19. In the **Folder Retention Settings** dialog box, type an age limit when you want the selected processing action to occur, specify a size limit for the messages that you want the action to apply to, and then click **OK**.

For example, if you type 90 and 2048, all messages that are older than 90 days and over 2 megabytes (MB) are processed. It is suggested to use a size of 1 KB if you want to remove even smaller messages.

20. Repeat steps 18 and 19 for each folder in the list that you want to configure.

21. Click **Send notification mail to users after processing** if you want to send users an e-mail message notifying them when their mailboxes have been processed.

22. Click **Message** to edit the notification message. Click the **Insert the number of messages processed** check box if you want a summary of the number of oversize messages processed. Click **OK** to return to the **Properties** dialog box.

23. (Optional) If you want to exclude certain message classes (for example, to prevent the processing task reports), click the **Exclude specific message classes** box, and then click **Customize**. The **Message Classes** dialog box appears. Type a message class in the **Exclude Message Classes** field. For example, type IPM. Task, and then click Add. Add all the classes you want to exclude.

Message class types include:

- Calendar IPM.Appointment
- Contacts IPM.Contact
- Inbox IPM.Note
- Journal IPM.Activity
- Notes IPM.StickyNote
- Tasks IPM.Task
- Meeting Requests IPM.Schedule.Meeting.Request

For a full list of message classes, visit the following Microsoft Web site:
http://msdn2.microsoft.com/en-us/library/aa262246(office.10).aspx

24. After you have finished adding message classes, click **OK** to return to the **Properties** dialog box.

25. Click **OK** to close the **Properties** dialog box.

The new mailbox management recipient policy is displayed in the right pane in **Exchange System Manager**.

13.3.1 Configure mailbox management at the server level

To schedule the day and time when a policy will run, change the settings at a server level. To do this, follow these steps:

1. Click **Start > Programs > Microsoft Exchange**, and then click **System Manager**.

2. In the left pane of **Exchange System Manager**, expand the **Servers** object.

3. Right-click the computer that you want to configure, and then click **Properties**.

The **<*Servername*> Properties** dialog box appears.

4. Click the **Mailbox Management** tab to display the current settings.

5. Under **Start mailbox management process**, do one of the following:

- Click the drop-down list to select a time for the mailbox management to run.
- Click **Customize**, click a day in the left column, and then click a time on the top row. After you select the times that you want, click OK.

6. Click Reporting to select the type of report (either a detailed report or a summary) to create when mailboxes are processed. You must also select a recipient to receive the reports. Click Browse, select a recipient, and then click **OK**.

> **NOTE**
>
> You cannot send reports to distribution lists.

7. Click **OK** to accept the mailbox management settings

> **NOTE**
>
> Further information on how to use System Policies to configure mailbox storage limits in Exchange Server 2003 is available here: http://support.microsoft.com/kb/822938

13.4 Creating a Journaling Mailbox in Microsoft® Exchange Server 2007

Microsoft® Exchange Server 2007 supports two types of journaling:

- **Standard journaling**: Configure a Mailbox store that enables the recording of email in an organization. GFI MailArchiver can use Microsoft® Exchange Server journaling to centralize all the emails in a single mailbox for archival. This type of journaling is also called per-mailbox database journaling.
- **Premium journaling**: Only available with Microsoft® Exchange Enterprise client access license. It enables an administrator to setup custom journaling rules such as:
  - Archive only incoming emails
  - Archive only outgoing emails
  - Archive emails for a particular group.

GFI MailArchiver utilizes this type of journaling by detecting and displaying these rules in the Data Sources Configuration Wizard.

Which journaling method shall I use?

Choose **standard journaling** to archive all emails (inbound and outbound) for all users in your organization.

Choose **premium journaling** if you want more control over the emails to archive (For example, only for specific users or for inbound or outbound only).

> **NOTE**
>
> Premium journaling requires a Microsoft® Exchange Enterprise client access license.

13.4.1 Set up standard journaling

Step 1: Create a new journaling mailbox

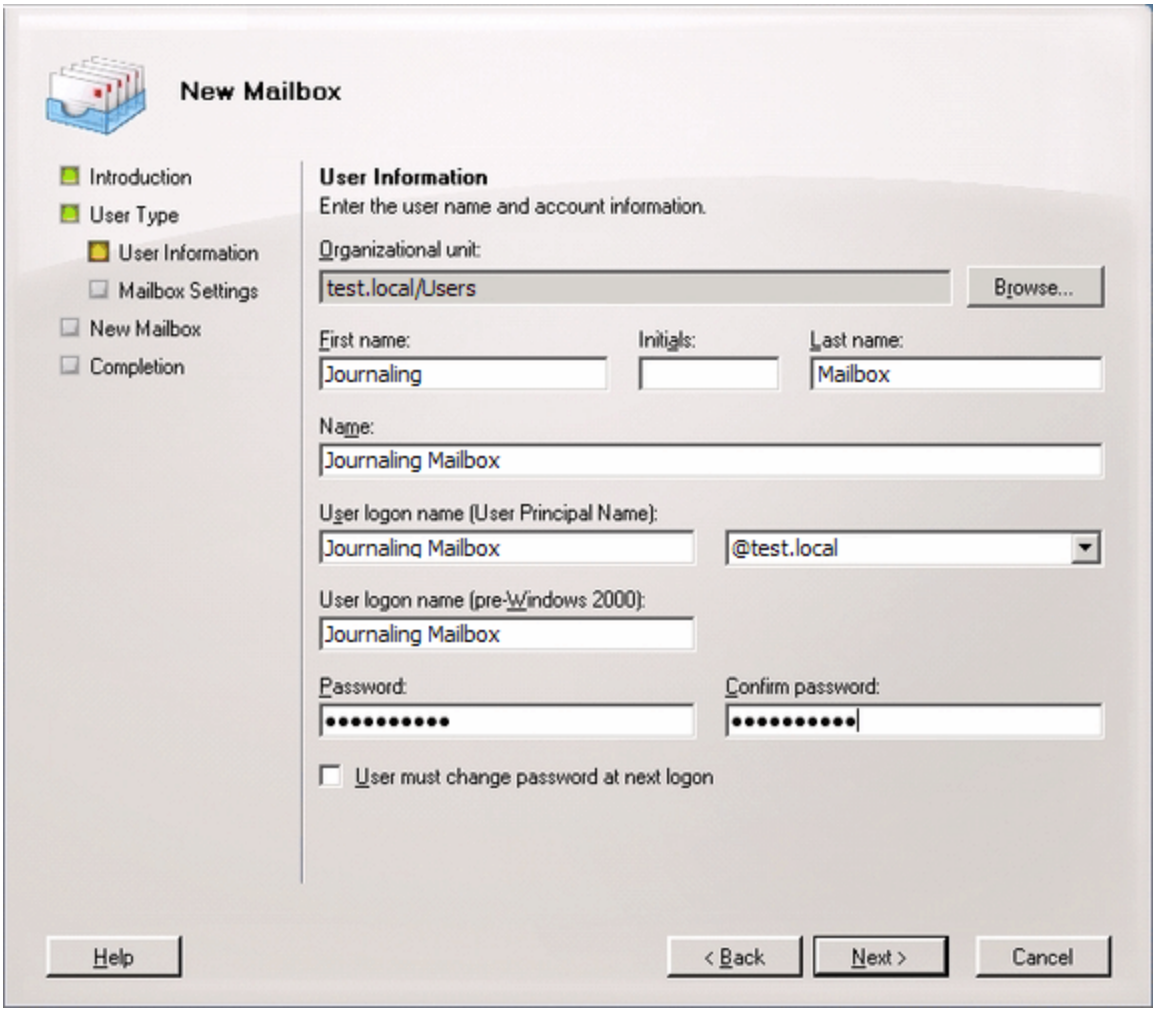
1. Select **Start > All Programs > Microsoft Exchange Server 2007 > Microsoft Exchange Management Console**.

2. Expand **Recipient Configuration** node and click on **Mailbox** node.

3. Select **New Mailbox…** from the **Actions** pane.

4. Select **User Mailbox** option and click **Next**.

5. Select **New user** option and click **Next**.



Screenshot 127: New user mailbox details

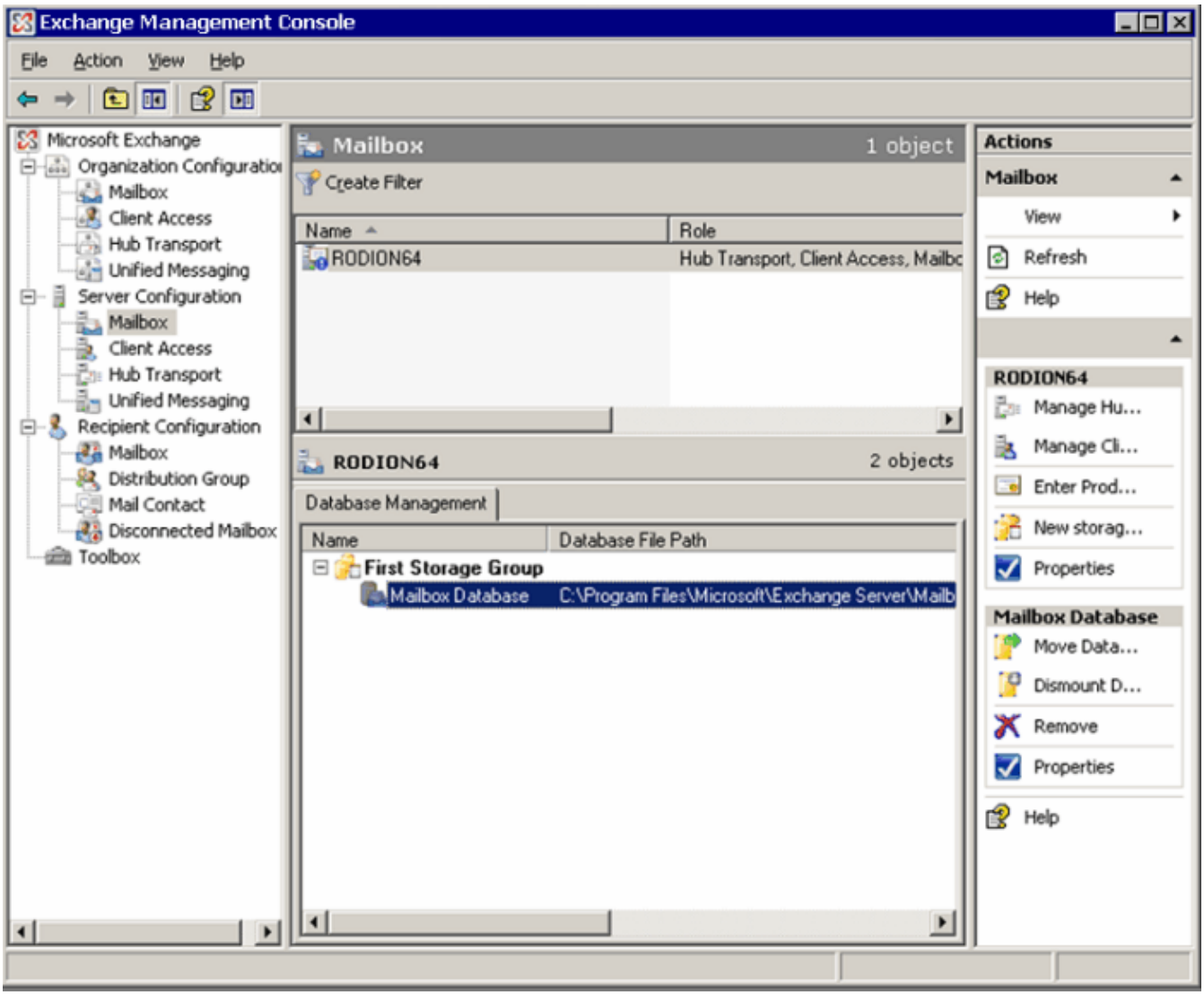
6. Key in the 'User information' details for the new user to which the new journaling mailbox will be assigned and click **Next**.

7. Ensure that the mailbox settings are correct and click **Next**.

8. Review the new mailbox summary for the new mailbox to create and click **New**.

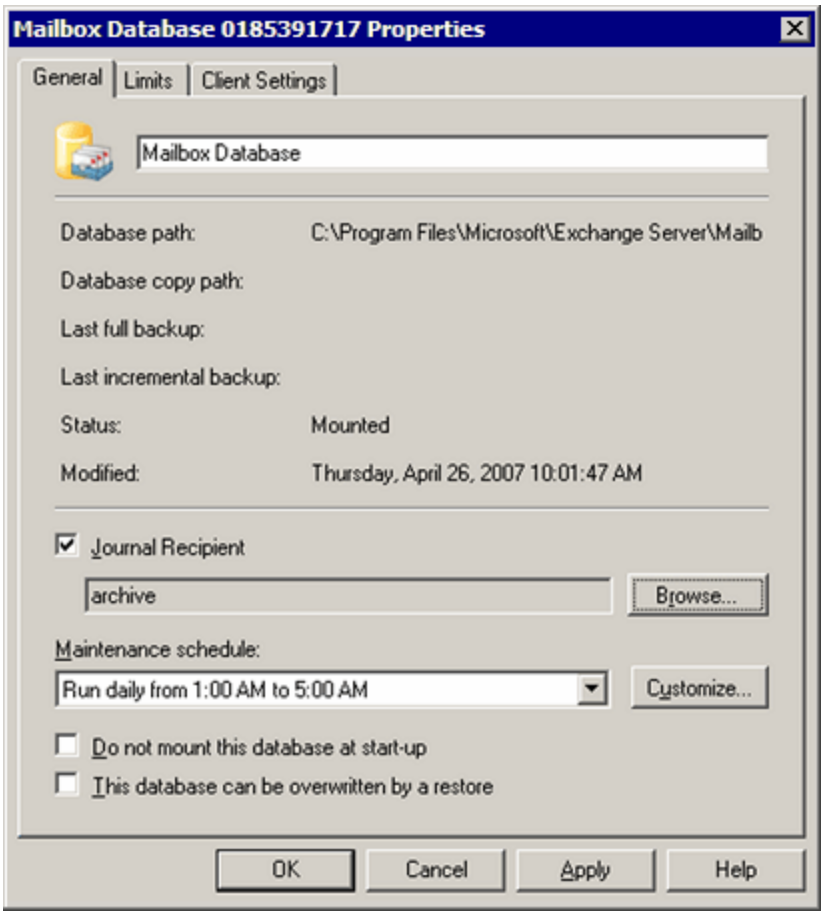
Step 2: Configure standard journaling

1. Select **Start > All Programs > Microsoft Exchange Server 2007 > Microsoft Exchange Management Console**.



Screenshot 128: Configuring a Mailbox Database

2. Expand Microsoft **Exchange > Server Configuration > Mailbox node** and click **Properties** from the **Actions** pane.



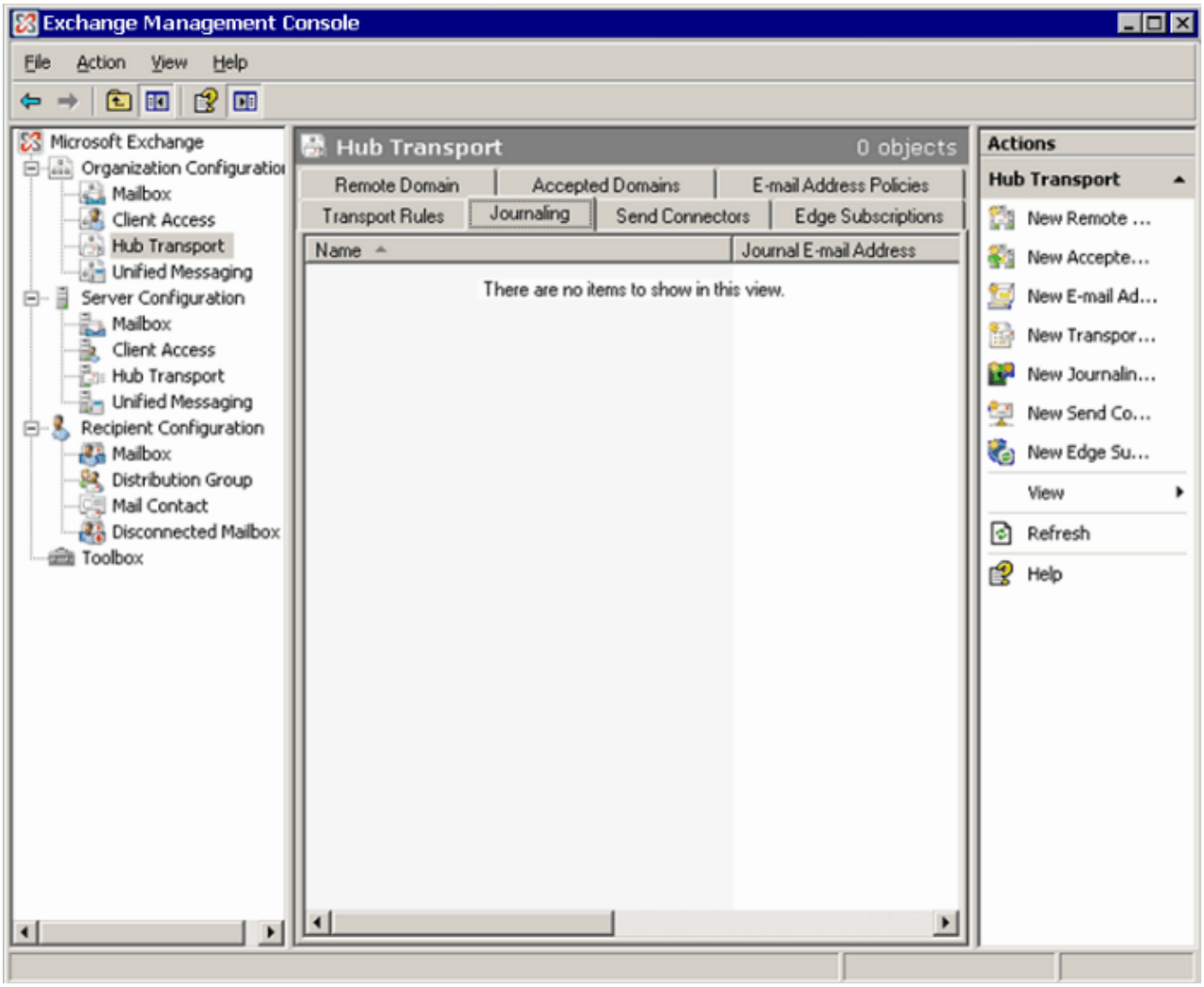
Screenshot 129: Mailbox Database properties

3. Select **Journal Recipient** option, click **Browse**, and select mailbox previously configured from the Active Directory®.

4. Click **OK** to finalize setup.

13.4.2 Set up premium journaling

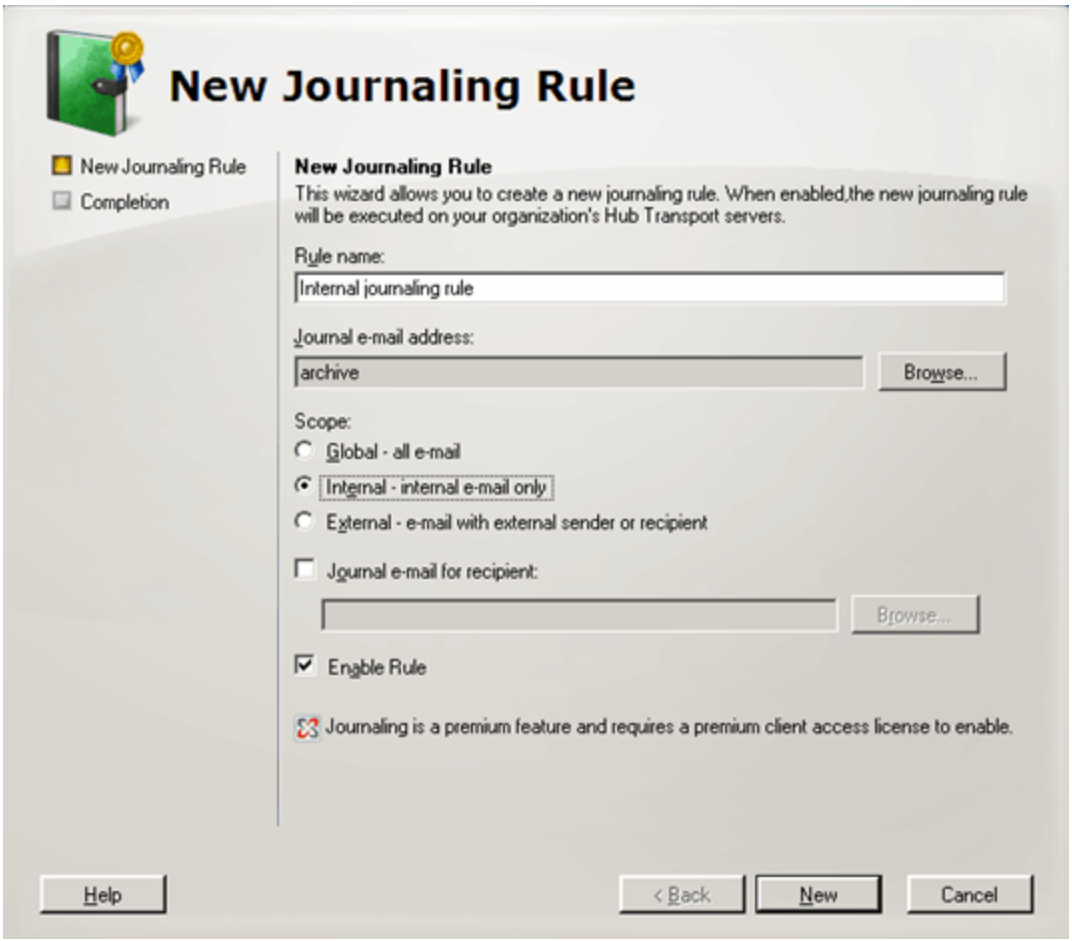
1. Select **Start > All Programs > Microsoft Exchange Server 2007 > Microsoft Exchange Management Console**.



Screenshot 130: Configuring Journaling rules

2. Expand **Organization Configuration > Hub Transport** node and select **Journaling** tab.

3. From the **Actions** tab and click on **New Journaling Rule.**


New Journaling Rule
New Journaling Rule
Completion
New Journaling Rule
This wizard allows you to create a new journaling rule. When enabled,the new journaling rule will be executed on your organization's Hub Transport servers.
Rule name:
Internal journaling rule
Journal e-mail address:
archive
Browse...
Scope:
Global - all e-mail
Internal - internal e-mail only
External - e-mail with external sender or recipient
Journal e-mail for recipient:
Browse...
Enable Rule
Journaling is a premium feature and requires a premium client access license to enable.
Help
< Back
New
Cancel

Screenshot 131: Creating a new Journaling rule

4. Key in a name for the new rule and click **Browse**. Select the **Journal e-mail address**, preferably a mailbox within the existing Microsoft® Exchange organization, from Active Directory®.

5. <*Optional*> Configure:

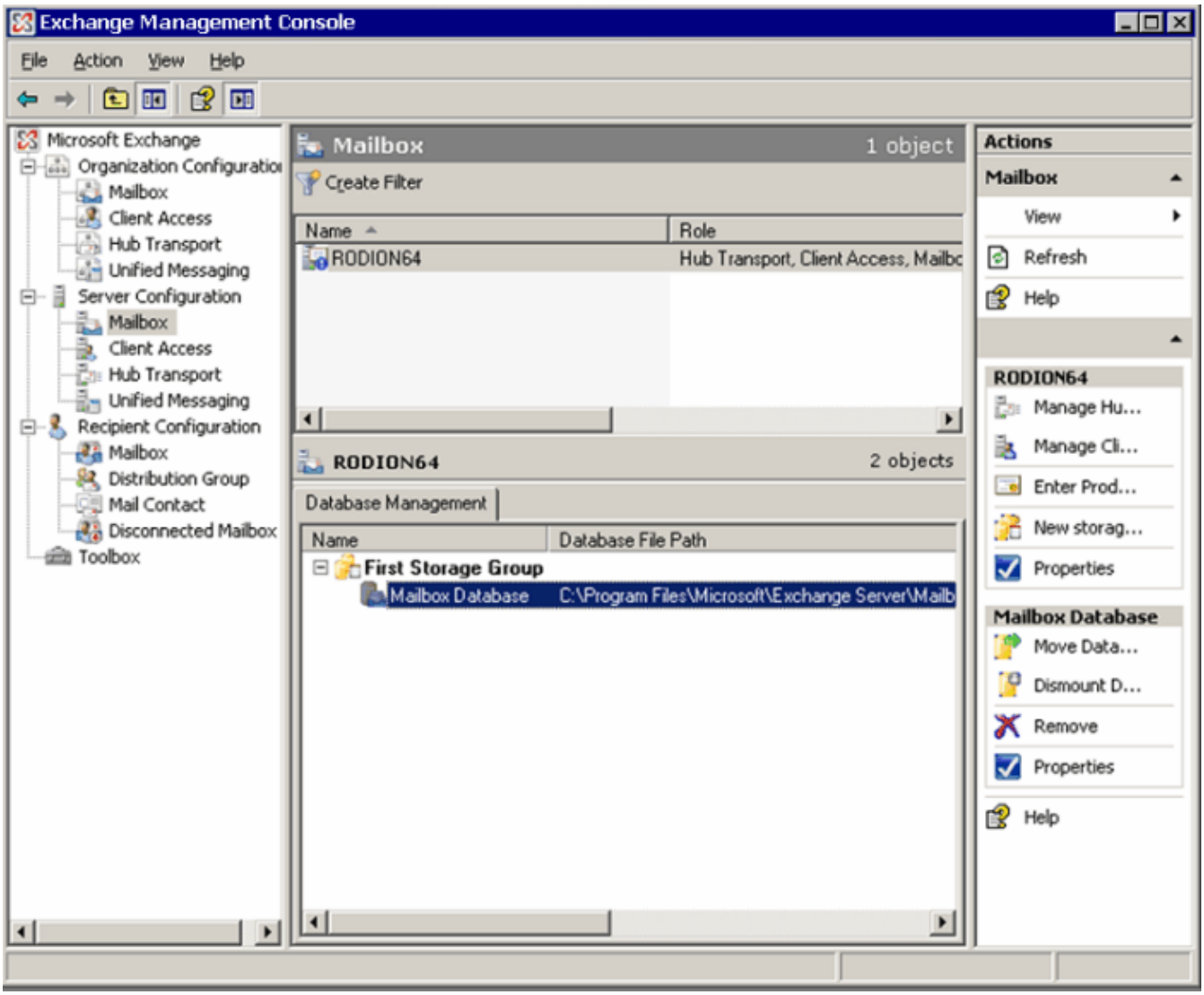
- **Scope** - Select whether to journal all email (Global), internal or external email.
- **Journal e-mail for recipient** - Select specific recipient(s) for which this journaling rule applies.

6. Ensure that the **Enable Rule** option is enabled and click **New**.

> **NOTE**
>
> In Microsoft® Exchange Server 2007, envelope journaling is automatically enabled by default.

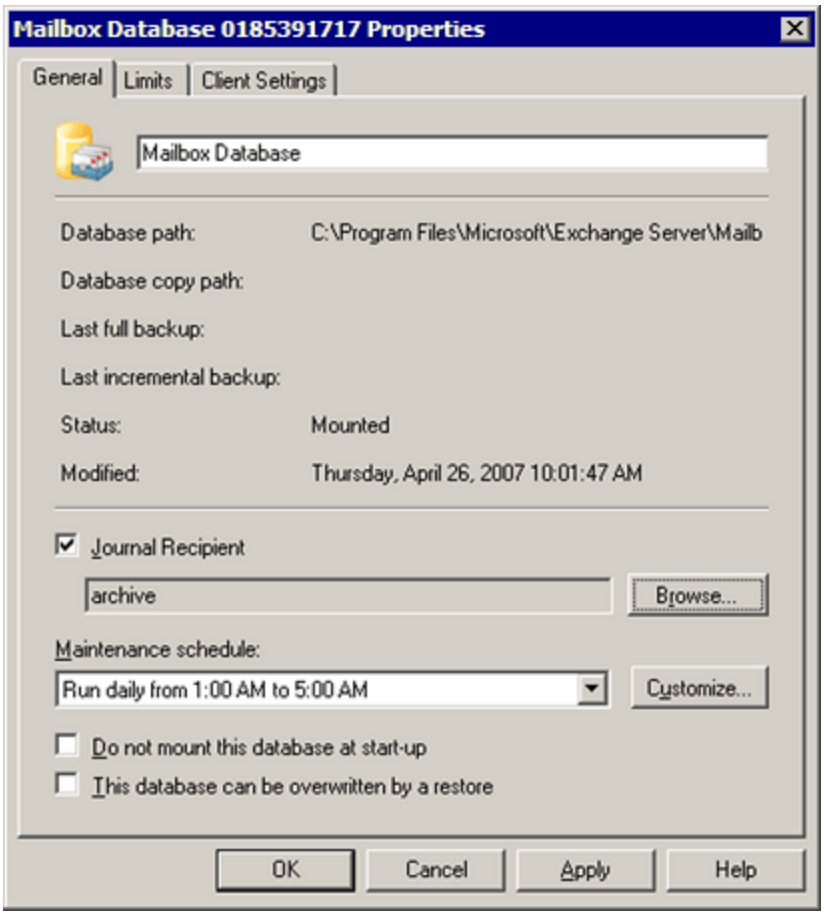
13.5 Disabling standard journaling in Microsoft® Exchange Server 2007

1. Select **Start > All Programs > Microsoft Exchange Server 2007 > Microsoft Exchange Management Console**.



Screenshot 132: Configuring a Mailbox Database

2. Expand **Microsoft Exchange > Server Configuration > Mailbox** node and click **Properties** from the **Actions** pane.



Screenshot 133: Mailbox Database properties

2. Unselect **Journal Recipient** option.

3. Click **OK** to finalize setup.

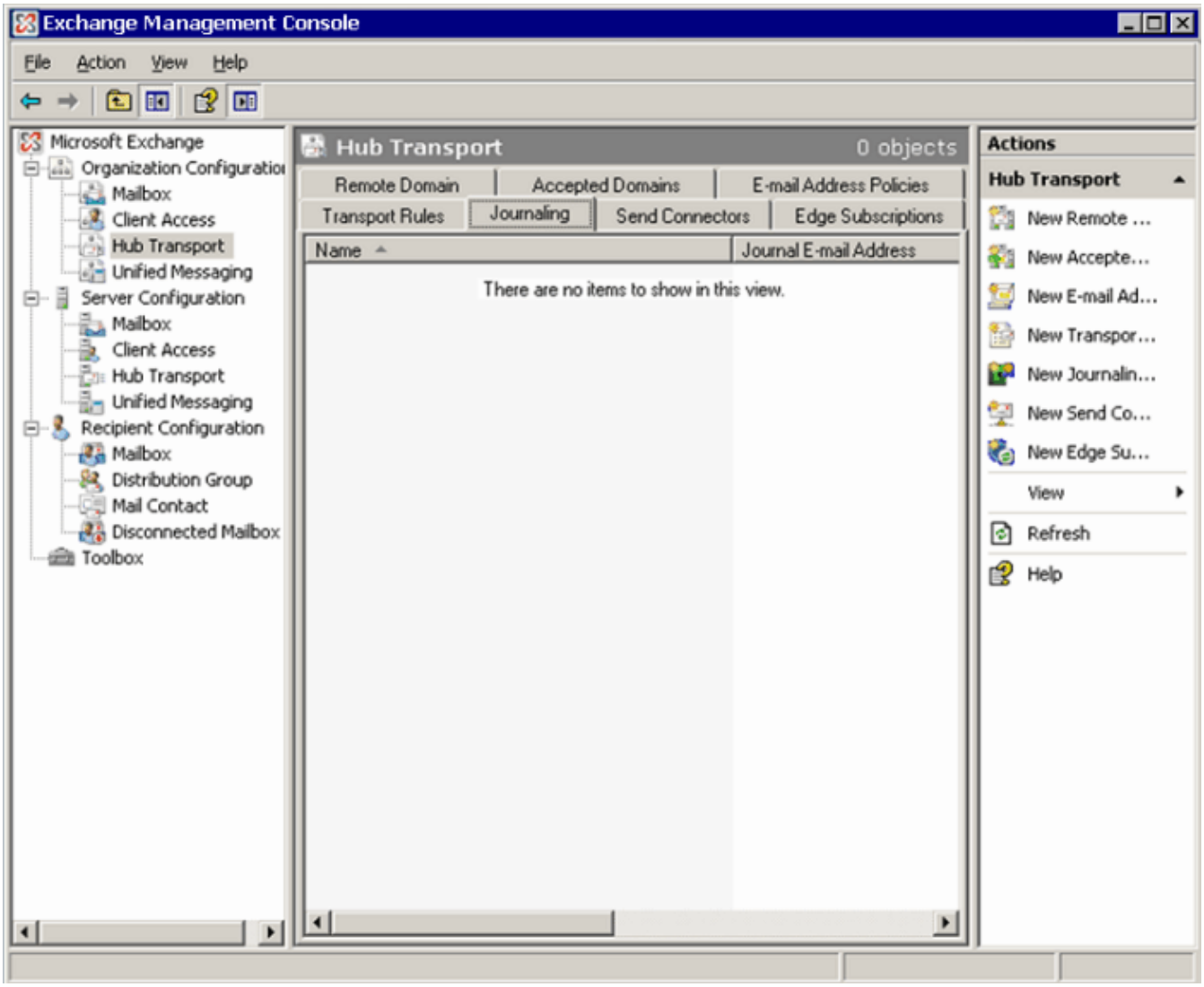
13.5.1 Disable standard journaling from the Microsoft Exchange Management Shell

In the Microsoft® Exchange Server Management Shell, use the following syntax to disable a journaling rule:

```
Set-MailboxDatabase <Mailbox Database> -JournalRecipient $Null
```

13.5.2 Disable premium journaling

1. Select **Start > All Programs > Microsoft® Exchange Server 2007 > Microsoft Exchange Management Console**.



Screenshot 134: Configuring Journaling rules

2. Expand **Organization Configuration > Hub Transport** node and select **Journaling** tab.

3. Right click the journal rule to remove, and click **Remove**.

4. Click **Yes** to confirm that you want to remove the journal rule.

13.5.3 Disable premium journaling from the Microsoft® Exchange Server Management Shell

In the Microsoft® Exchange Server Management Shell, use the following syntax to disable a journaling rule:

```
Remove-JournalRule <journal rule name>
```

13.6 Removing Email Microsoft® Exchange 2007

Once GFI MailArchiver is configured and your organization's email is being archived correctly, you may want to create a Mailbox Management Recipient Policy in Microsoft Exchange to free up space on the Exchange server by deleting email.

NOTE

Before you create a new recipient mailbox management policy, you must determine the following:

- What limits you want the policy to enforce
- The group you want the policy to control
- How you want the policy to handle messages that go past policy limits.

13.7 To use the Microsoft® Exchange Management Console to create new managed content settings:

1. Open the Exchange Management Console.

2. In the console tree, expand **Organization Configuration**, and then click **Mailbox**.

3. In the result pane, click the **Managed Default Folders** tab (or the **Managed Custom Folders** tab), then select the managed folder for which you want to create managed content settings.

4. In the action pane, click **New Managed Content settings**. The New Managed Content Settings wizard appears.

5. On the **Introduction** page, in the **Name of the managed content settings to be displayed in the Exchange Management Console** box, enter the name for the new settings (for example, Accounts Department Retention Policy).

6. In the **Message type** box, you can select the type of message for which you want to create managed content settings. If you select **All Items**, the managed content settings that you create will apply to all the items in the managed folder (except for message types for which you have created separate content settings).

NOTE

You can use the New Managed Content Settings wizard repeatedly to create additional, separate content settings for different message types. When there are multiple content settings, specific settings always supersede general settings. For example, if there is a setting for **All Mailbox Content** and one for **Voicemail**, the Voicemail policy is applied to voice mail, but the **All Mailbox Content** policy applies to all other items.

7. To set message retention, select the **Length of retention period (days)** check box. The following options become active:

a) In the box to the right of the **Length of retention period (days)** check box, type the number of days after which the message is to expire.

b) In the **Retention period starts** list, select from the following options:

- **When delivered, end date for calendar and recurring tasks** The retention period for mail starts when it is delivered. The retention period for calendar items and recurring tasks starts at their end date.

c) In the **Action to take at end of retention period** list, select from the following options:

- **Permanently delete** Messages are permanently deleted and not recoverable by the user.
- **Mark as past retention date** Messages are displayed in a shaded, strikethrough font in Outlook, but no other action is taken. This expiration action is used to prompt the user to take some kind of action.

8. Click **Next**.

9. The **New Managed Content Settings** page provides a summary of the settings that you have applied.

10. To complete the New Managed Content Settings wizard, click **New**.

11. On the **Completion** page, click **Finish** to exit the New Managed Content Settings wizard.

12. To view the new managed content settings, in the result pane of the Exchange Management Console, expand the managed folder to which you applied the settings.

13. To edit a managed content setting that you have created, right-click it, and then click **Properties**.

NOTE

Further information on how to create an email retention policy in Exchange Server 2007 is available here: http://technet.microsoft.com/en-us/library/aa996014(EXCHG.80).aspx

13.8 Create a Journal Mailbox in Microsoft® Exchange Server 2010

Microsoft® Exchange Server 2010 supports two types of journaling:

- **Standard journaling**: Configure a Mailbox store that enables the recording of email in an organization. GFI MailArchiver can use Microsoft® Exchange Server journaling to centralize all the emails in a single mailbox for archival. This type of journaling is also called per-mailbox database journaling.
- **Premium journaling**: Only available with Microsoft® Exchange Enterprise client access license. It enables an administrator to setup custom journaling rules such as:
  - Archive only incoming emails
  - Archive only outgoing emails
  - Archive emails for a particular group.

GFI MailArchiver utilizes this type of journaling by detecting and displaying these rules in the Data Sources Configuration Wizard.

Which journaling method shall I use?

Choose **standard journaling** to archive all emails (inbound and outbound) for all users in your organization.

Choose **premium journaling** if you want more control over the emails to archive (For example, only for specific users or for inbound or outbound only).

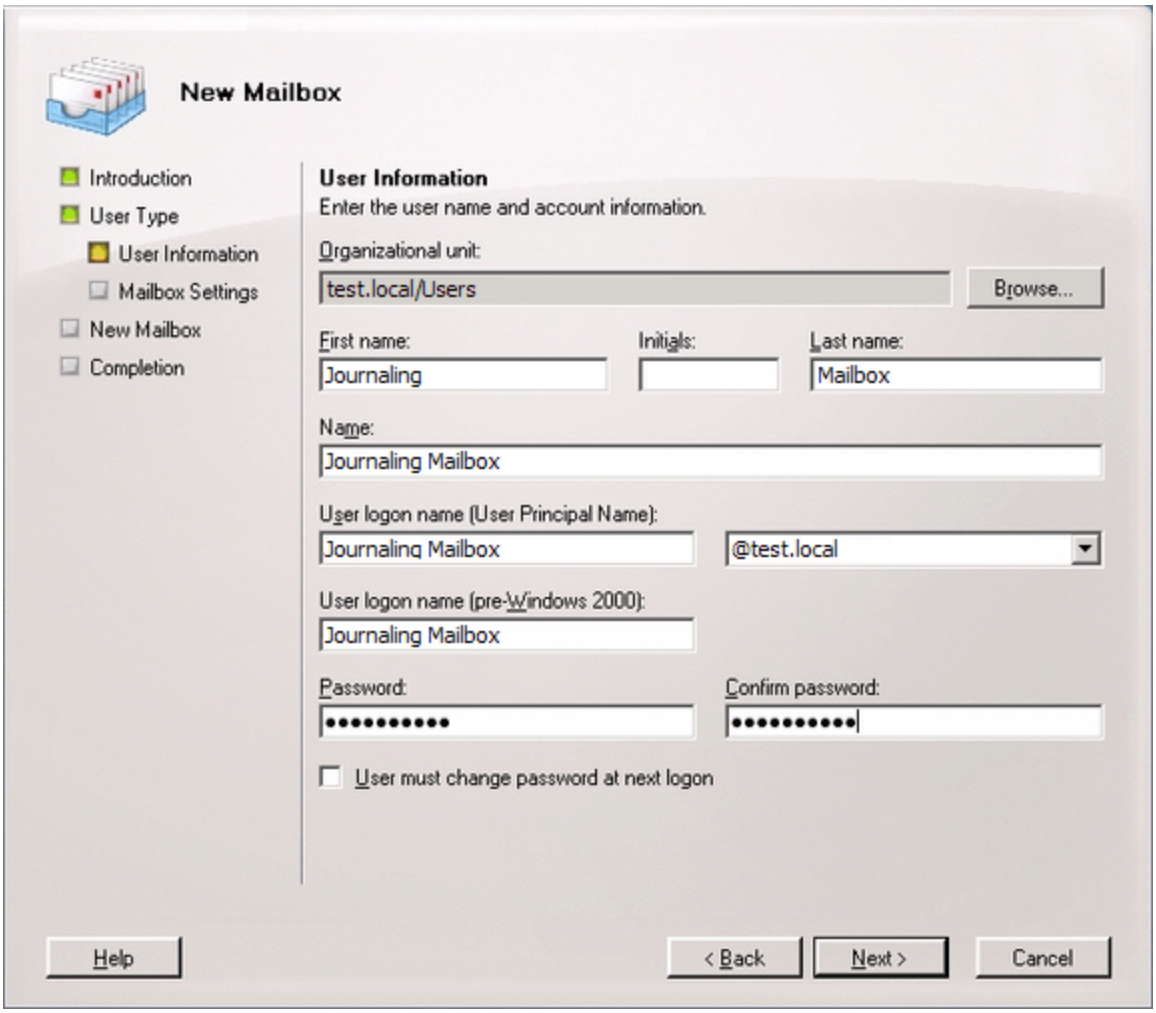
NOTE

Premium journaling requires a Microsoft® Exchange Enterprise client access license.

13.8.1 Set up standard journaling

Step 1: Create a new journaling mailbox

1. Launch Microsoft Exchange Management Console.
2. Expand **Recipient Configuration** node and click on **Mailbox** node.
3. Select **New Mailbox…** from the **Actions** pane.
4. Select **User Mailbox** option and click **Next**.
5. Select **New user** option and click **Next**.

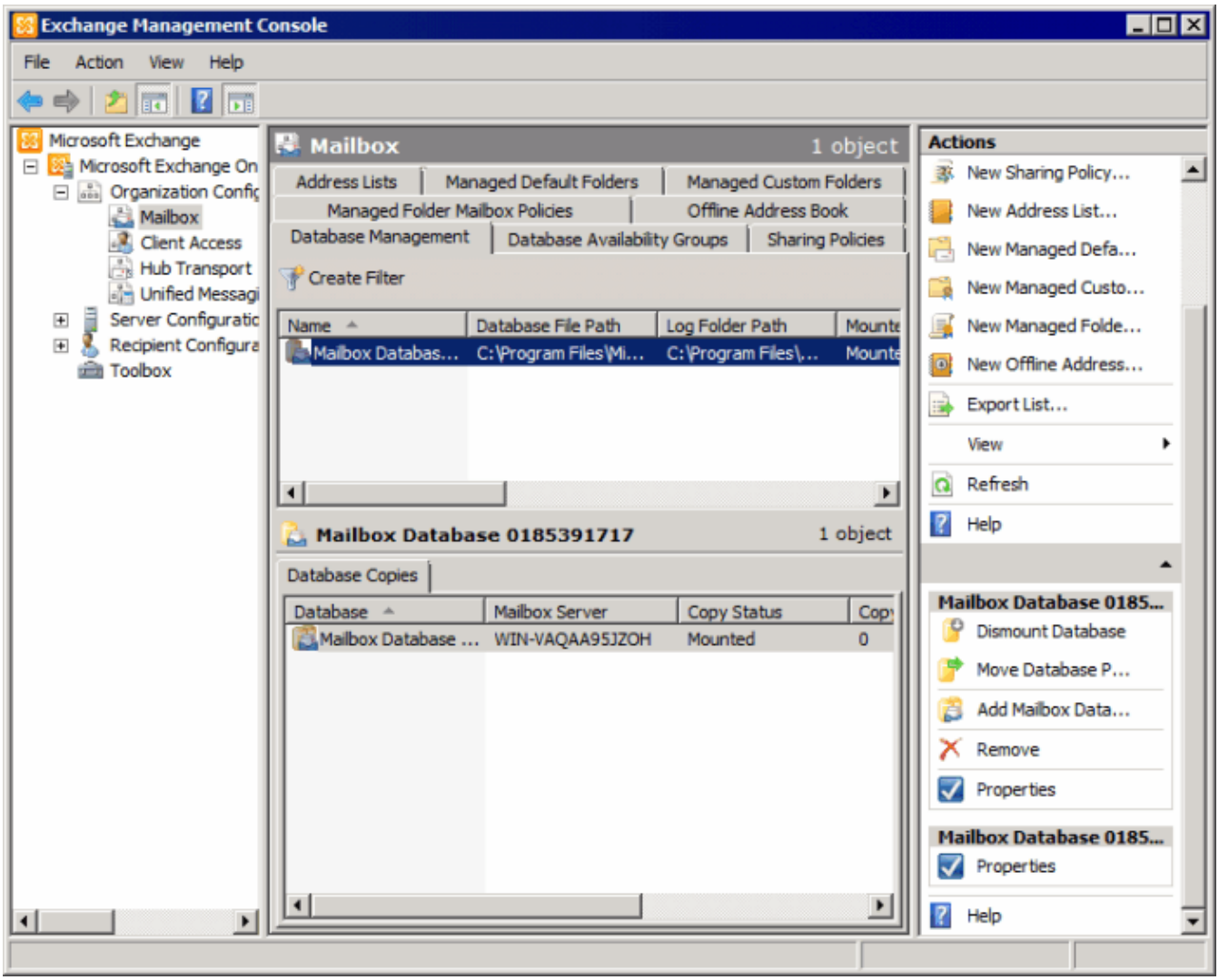


Screenshot 135: New user mailbox details

6. Key in the '**User information**' details for the new user to which the new journaling mailbox will be assigned and click **Next**.
7. Enter an 'Alias' for the journaling mailbox and click **Next**.
8. Click Next and review the new mailbox summary for the new mailbox to create and click **New**.

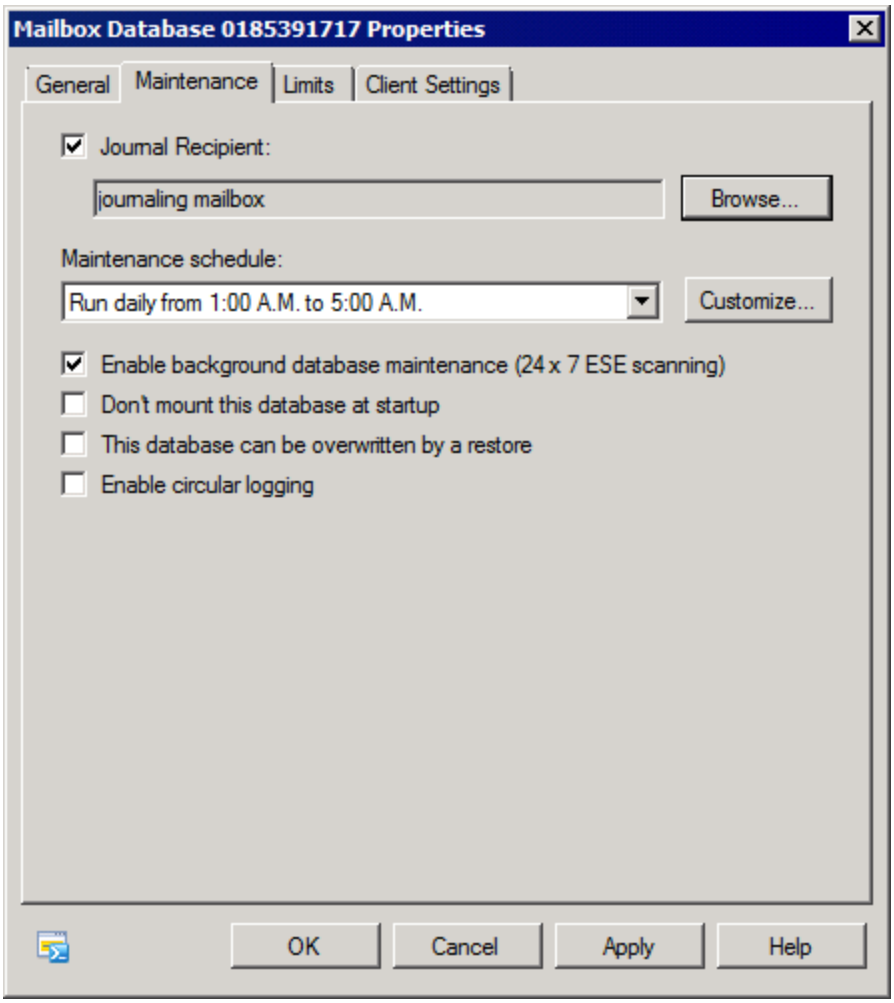
Step 2: Configure standard journaling

1. Launch **Microsoft Exchange Management Console**.



Screenshot 136: Configuring a Mailbox Database

2. Expand **Microsoft Exchange > Organization Configuration > Mailbox node**. Right-click the Mailbox database and select **Properties**.



Screenshot 137: Mailbox Database properties

3. From the mailbox database properties dialog, select the **Maintenance** tab and select the **Journal Recipient** checkbox. Click **Browse**, and select the journaling mailbox previously configured.

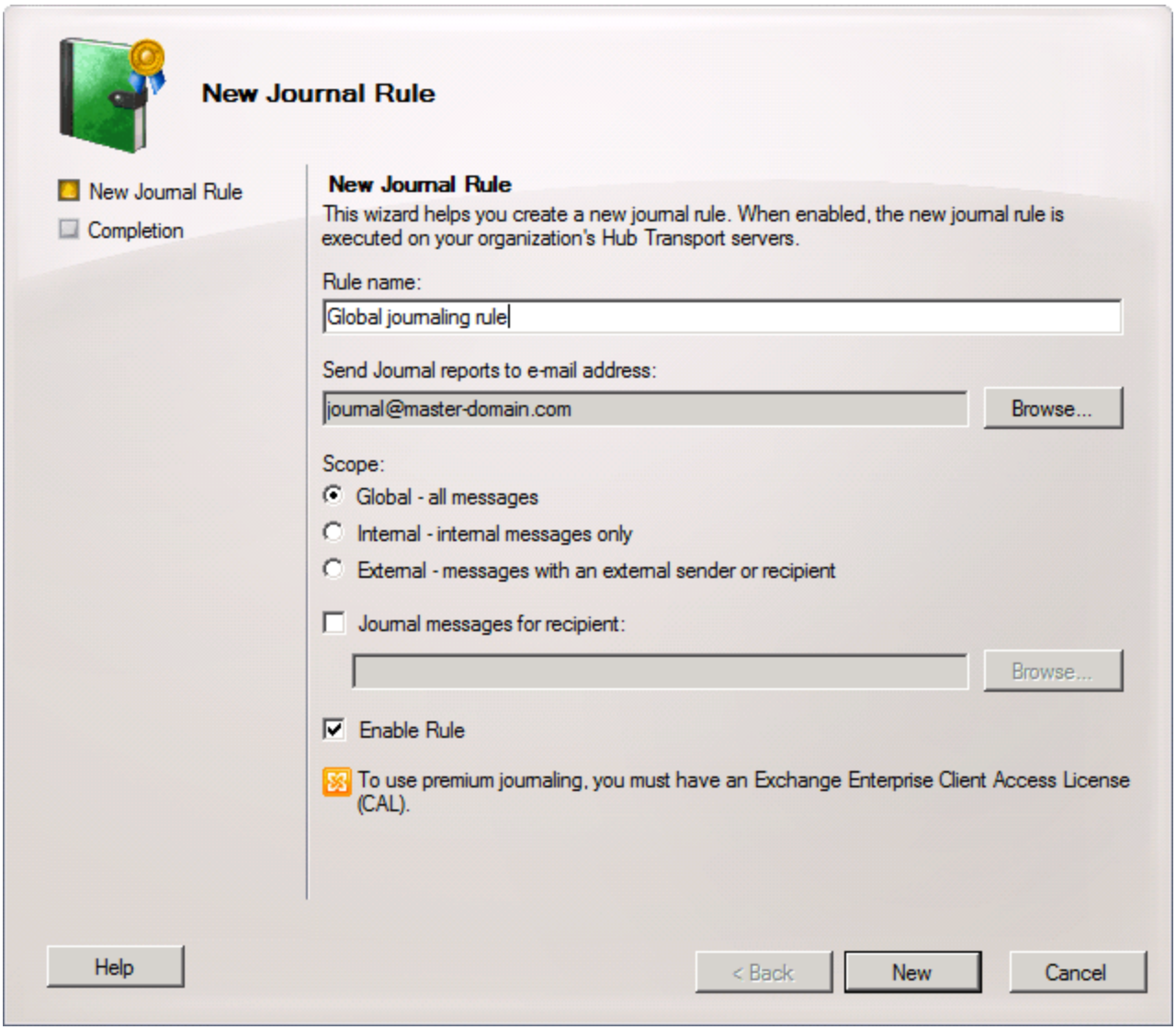
4. Click **OK** to finalize setup.

13.8.2 Set up premium journaling

1. Launch **Microsoft Exchange Management Console**.

2. Expand **Organization Configuration > Hub Transport** node and select **Journaling** tab.

3. From the **Actions** tab, click **New Journal Rule**.


New Journal Rule
New Journal Rule
Completion
New Journal Rule
This wizard helps you create a new journal rule. When enabled, the new journal rule is executed on your organization's Hub Transport servers.
Rule name:
Global journaling rule
Send Journal reports to e-mail address:
journal@master-domain.com
Browse...
Scope:
Global - all messages
Internal - internal messages only
External - messages with an external sender or recipient
Journal messages for recipient:
Browse...
Enable Rule
To use premium journaling, you must have an Exchange Enterprise Client Access License (CAL).
Help
< Back
New
Cancel

Screenshot 138: Creating a new Journaling rule

4. Key in a name for the new rule

5. Click **Browse** to select the journaling mailbox where to send journal reports.

6. <*Optional*> Configure:

- Scope - Select whether to journal all email (Global), internal or external email.
- Journal messages for recipient - Select specific recipient(s) for this journaling rule.

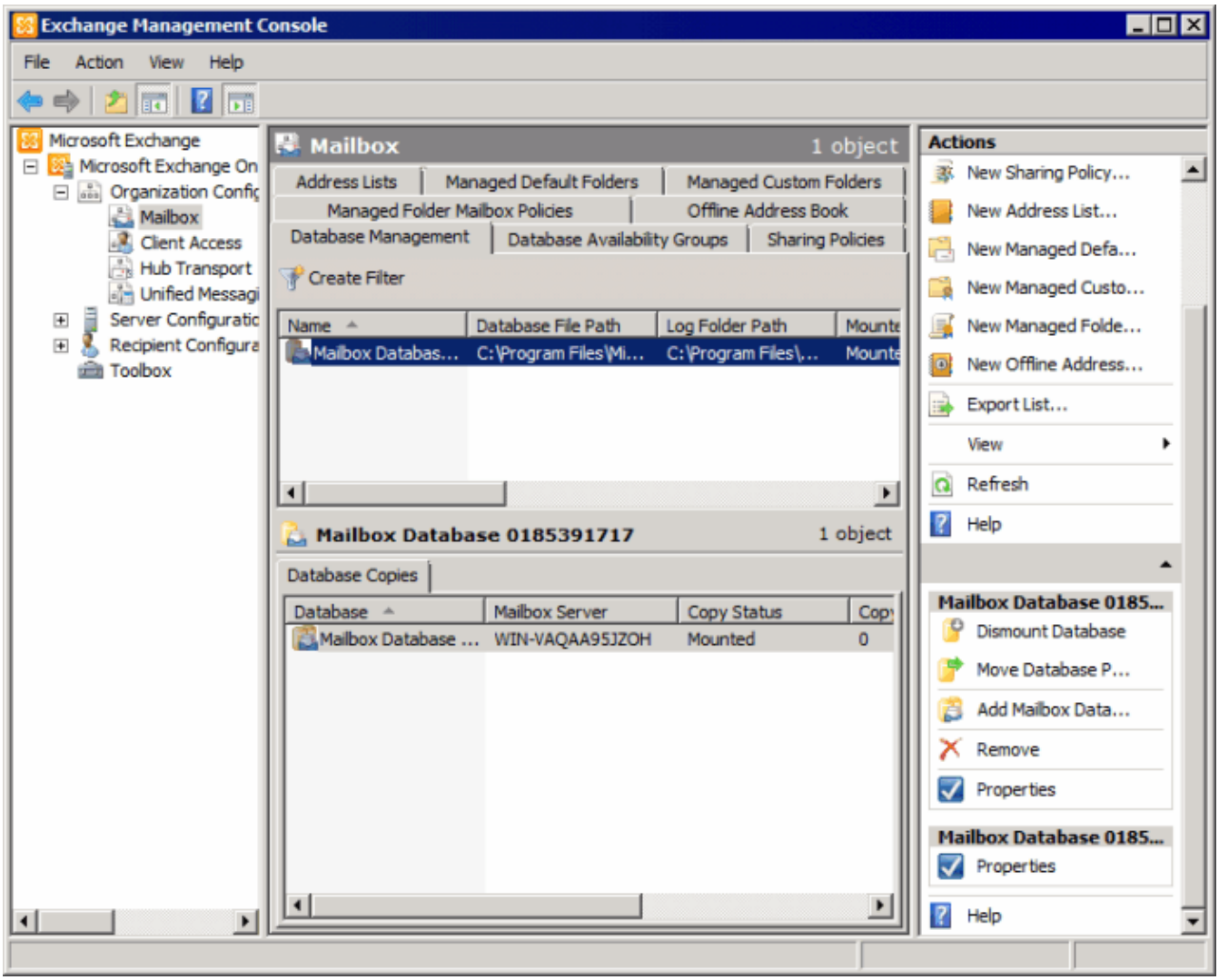
7. Ensure that the Enable Rule option is enabled and click New.

NOTE

In Microsoft® Exchange Server 2010, envelope journaling is automatically enabled by default.

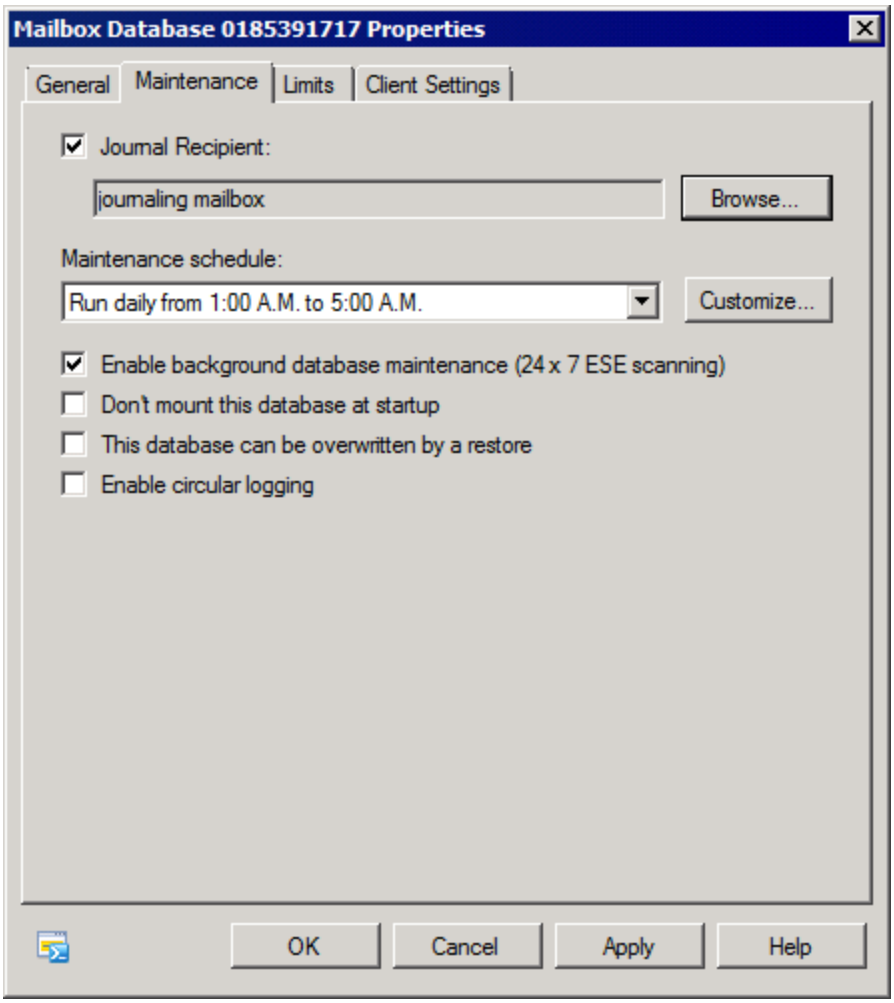
13.9 Disabling standard journaling in Microsoft® Exchange Server 2010

1. Launch the **Microsoft Exchange Management Console**.



Screenshot 139: Configuring a Mailbox Database

2. Expand **Microsoft Exchange > Organization Configuration > Mailbox > Database Management** tab and select **Properties** from the **Actions** pane.



Screenshot 140: Mailbox Database properties

2. Unselect **Journal Recipient** option.

3. Click **OK** to finalize setup.

13.9.1 Disable standard journaling from the Microsoft Exchange Management Shell

In the **Microsoft Exchange Management Shell**, use the following syntax to disable standard journaling:

```
Set-MailboxDatabase <Mailbox Database> -JournalRecipient $Null
```

13.9.2 Disable premium journaling

1. Launch the **Microsoft Exchange Management Console**.

2. Expand **Organization Configuration > Hub Transport** node and select **Journal Rules** tab.

3. Right click the journal rule to remove, and click **Remove**.

4. Click **Yes** to confirm that you want to remove the journal rule.

Disable premium journaling from the Microsoft Exchange Management Shell

In the Microsoft Exchange Management Shell, use the following syntax to disable a journaling rule:

```
Remove-JournalRule <journal rule name>
```

13.10 Removing Email from Microsoft® Exchange 2010

Once GFI MailArchiver is configured and your organization's email is being archived correctly, you may want to create a Mailbox Management Recipient Policy in Microsoft® Exchange to free up space on the Exchange server by deleting email.

NOTE

Before you create a new recipient mailbox management policy, you must determine the following:

- What limits you want the policy to enforce
- The group you want the policy to control
- How you want the policy to handle messages that go past policy limits.

13.10.1 Use the Exchange Management Console to create a retention policy

1. Open the Exchange Management Console.

2. In the console tree, expand the forest you want, and then navigate to **Organization Configuration > Mailbox**.

3. In the action pane, click **New Retention Policy**.

4. On the **Introduction** page, complete the following fields:

OPTION	DESCRIPTION
Name	Use this box to type a name for the retention policy.
Add	Click this button to add retention tags to the policy. To remove a tag from the policy, click the tag name, and then click Remove.

5. On the **Select Mailboxes** page, click **Add** to select the mailboxes to which you want to apply the retention policy.

NOTE

You can create a retention policy without applying it to any mailboxes. You can also apply the policy to mailboxes at a later time.

6. On the **New Retention Policy** page, review your configuration settings. To make any configuration changes, click **Back**.

7. To create the retention policy, click **New**.

8. On the **Completion** page, review the following, and then click **Finish** to close the wizard:

- A status of **Completed** indicates that the wizard completed the task successfully.
- A status of **Failed** indicates that the task wasn't completed. If the task fails, review the summary for an explanation, and then click **Back** to make any configuration changes.

13.10.2 Use the EMC to apply a retention policy to a mailbox

1. In the console tree, expand the forest you want, and then navigate to **Recipient Configuration > Mailbox**.

2. In the result pane, select the mailbox to which you want to apply the retention policy. You can select multiple mailboxes by using the Shift or Ctrl keys.

3. In the action pane, click **Properties**.

4. In **Mailbox User> Properties**, on the **Mailbox Settings** tab, select **Messaging Records Management**, and then click **Properties**.

5. In **Messaging Records Management**, select the **Apply Retention Policy** check box, and then click **Browse** to select the retention policy you want to apply to the mailbox.

6. Click **OK**, and then in **<Mailbox User> Properties**, click **Apply**.

> **NOTE**
>
> Further information on how to create a new retention policy in Exchange Server 2010 is available here: http://technet.microsoft.com/en-us/library/ff625224.aspx

13.11 Creating a Journaling Mailbox in Microsoft® Exchange 2013

Step 1: Create a new Journal recipient

1. Launch Microsoft® Exchange admin center.

2. Click **recipients** node.

3. Under **mailboxes**, select **New** from the toolbar.

4. Select **New user** and enter the required mailbox details.

5. Click **save**.

Step 2: Create a new Journaling mailbox

1. Launch Microsoft® Exchange admin center.

2. Click **servers** node, then click on **databases** node.

3. Select an existing Mailbox Database and click **Edit** from the toolbar.

4. Click maintenance node.

5. In the **Journal recipient** field, click **browse** and select the **Journal recipient** created in Step 1 above.

6. Click **save**.

13.12 Removing Email from Microsoft® Exchange 2013

Once GFI MailArchiver is configured and your organization's email is being archived correctly, you may want to create a Mailbox Management Recipient Policy in Microsoft® Exchange to free up space on the Exchange server by deleting email.

NOTE

Before you create a new recipient mailbox management policy, you must determine the following:

- What limits you want the policy to enforce
- The group you want the policy to control
- How you want the policy to handle messages that go past policy limits.

13.12.1 Step 1: Create a retention tag

Use the Microsoft® Exchange admin center to create a retention tag

1. Select **compliance management** > **retention tags** and click **New**.
2. Select one of the following options:

OPTION	DESCRIPTION
Applied automatically to entire mailbox (All)	Select to create a default policy tag (DPT). You can use DPTs to create a default deletion policy and a default archive policy that applies to all items in the mailbox.
Applied automatically to a specific folder	Select to create a retention policy tag (RPT) for a default folder such as Inbox and Deleted Items.
Applied by users to items and folders (Personal)	Use this option to create Personal Tags which Outlook and Outlook Web App users can use to apply a different archive or deletion setting than the folder or any archive or deletion policy applied to the entire mailbox.

3. Fill in the required information and click **save**.

13.12.2 Step 2: Create a retention policy

Use the Microsoft® Exchange admin center to create a retention policy.

1. Select **Compliance Management** > **Retention Policies** and then click **New**.
2. On the **new retention policy** page, enter the following fields:

OPTION	DESCRIPTION
Name	Use this box to type a name for the retention policy.
Retention Tags	Click the Add button to select the Retention Tags you want to add to this retention policy. To remove a tag from the policy, click the tag name, and then click Remove.

3. Click **save**.

NOTE

You can create a retention policy without applying it to any mailboxes. You can also apply the policy to mailboxes at a later time.

13.12.3 Step 3: Apply a retention policy to mailbox users

After you create a retention policy, you must apply it to mailbox users. You can apply different retention policies to different set of users.

To assign the retention policy to a mailbox:

1. Launch Microsoft® Exchange admin center.

2. Click **recipients** node.

3. Under **mailboxes**, select **Edit** from the toolbar.

4. Click **mailbox features**.

5. Go to the **Retention policy** field and from the drop down list select the retention policy created in the previous step.

6. Click **save**.

> **NOTE**
>
> Further information on how to create a new retention policy in Exchange Server 2013 is available here: http://technet.microsoft.com/en-us/library/ff625224.aspx#EMC

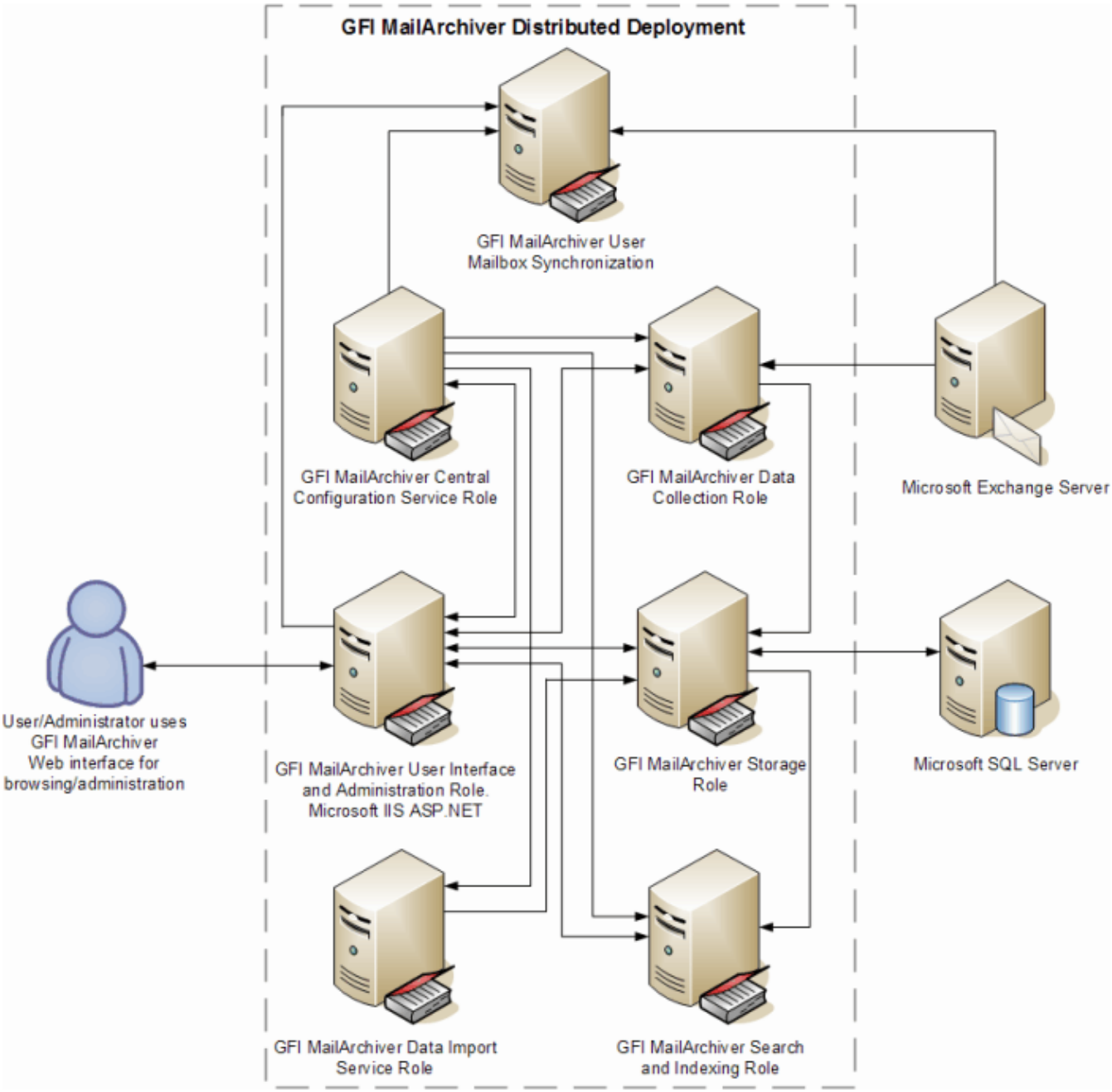
14 Appendix 2 - Role Based Installations

Role-based Deployment allows for scalability of GFI MailArchiver in large IT infrastructures dealing with heavy email traffic. This is achieved through the deployment of multiple GFI MailArchiver instances on separate servers. Each instance is configured to fulfill diverse roles, to balance workload and collectively help for the smooth running of the email archiving process.

The following roles can currently be assigned to GFI MailArchiver instances:

- Central Configuration Service
- Data Collection
- Storage
- Search and Indexing
- User Interface and Administration
- Data Import Service

14.1 How Role-based Deployment Works


GFI MailArchiver Distributed Deployment
GFI MailArchiver User Mailbox Synchronization
GFI MailArchiver Central Configuration Service Role
GFI MailArchiver Data Collection Role
Microsoft Exchange Server
User/Administrator uses GFI MailArchiver Web interface for browsing/administration
GFI MailArchiver User Interface and Administration Role. Microsoft IIS ASP.NET
GFI MailArchiver Storage Role
Microsoft SQL Server
GFI MailArchiver Data Import Service Role
GFI MailArchiver Search and Indexing Role

Screenshot 141: How Role-based Deployment works

The GFI MailArchiver role-based deployment process in a distributed environment involves the following steps:

1. Establish the number of GFI MailArchiver instances required and the role to assign to each instance.

2. Install GFI MailArchiver on each server that will be participating in the deployment. This is a normal installation as described in the previous sections in this manual.

3. Execute the Deployment Manager Wizard on each GFI MailArchiver instance.

4. Store each server's deployment configuration file for future reference. This file may be required when updating to newer GFI MailArchiver builds or when the administrator needs to reconfigure the deployment roles.

5. Configure GFI MailArchiver from the server with the User Interface and Administration role.

NOTE

GFI MailArchiver instances communicate with each other over the network using the .NET® Remoting protocol.

NOTE

A GFI MailArchiver instance can be assigned more than one role; the following roles can be assigned to more than one GFI MailArchiver instance:

- Data Collection
- User Interface and Administration
- Data Import Service

Though there may be a number of GFI MailArchiver instances distributed over the network, this fact is transparent to the administrator when it comes to configuring GFI MailArchiver, since configuration is centralized. Once the deployment process is complete, the administrator does not have to configure individual servers but can carry out all configuration through the GFI MailArchiver management console. In a distributed deployment, the GFI MailArchiver management console is accessible from the server(s) assigned the User Interface and Administration role.

14.2 System Requirements

For the GFI MailArchiver Role-based deployment, you need:

- Hardware and software specifications as described in the 'Installing GFI MailArchiver' chapter.

NOTE

For a Role-based deployment only SQL Server® based Archive Stores are supported.

NOTE

If you are using a SQL Server® and NTFS file system archive store, make sure that the archived email binary source path is specified in UNC format.

- GFI MailArchiver services running under Active Directory® credentials allowing communication over the network.

14.3 Installing GFI MailArchiver in a Role-based Environment

You assign roles to GFI MailArchiver instances by using the Deployment Manager Wizard, which simplifies and streamlines the process.

14.3.1 Installing GFI MailArchiver

Install GFI MailArchiver on each instance where a role will be deployed. For more information, refer to Installing GFI MailArchiver (page 29).

14.3.2 Executing the Deployment Manager Wizard on Each Instance

Execute the Deployment Manager Wizard on each GFI MailArchiver instance, according to the role(s) it will be assigned, in the following order:

1. Central Configuration Service
2. Storage
3. Search and Indexing
4. Data Collection (more than one allowed)
5. User Interface and Administration (more than one allowed)
6. Data Import Service (more than one allowed)
7. User Mailbox Synchronization
8. IMAP Server

> **NOTE**
>
> Execute the wizard for the GFI MailArchiver instance that will be assigned the Central Configuration Service role, then execute it for the GFI MailArchiver instance with the Storage role, and so on.

14.3.3 Launching the Deployment Manager Wizard

To launch the Deployment Manager Wizard:

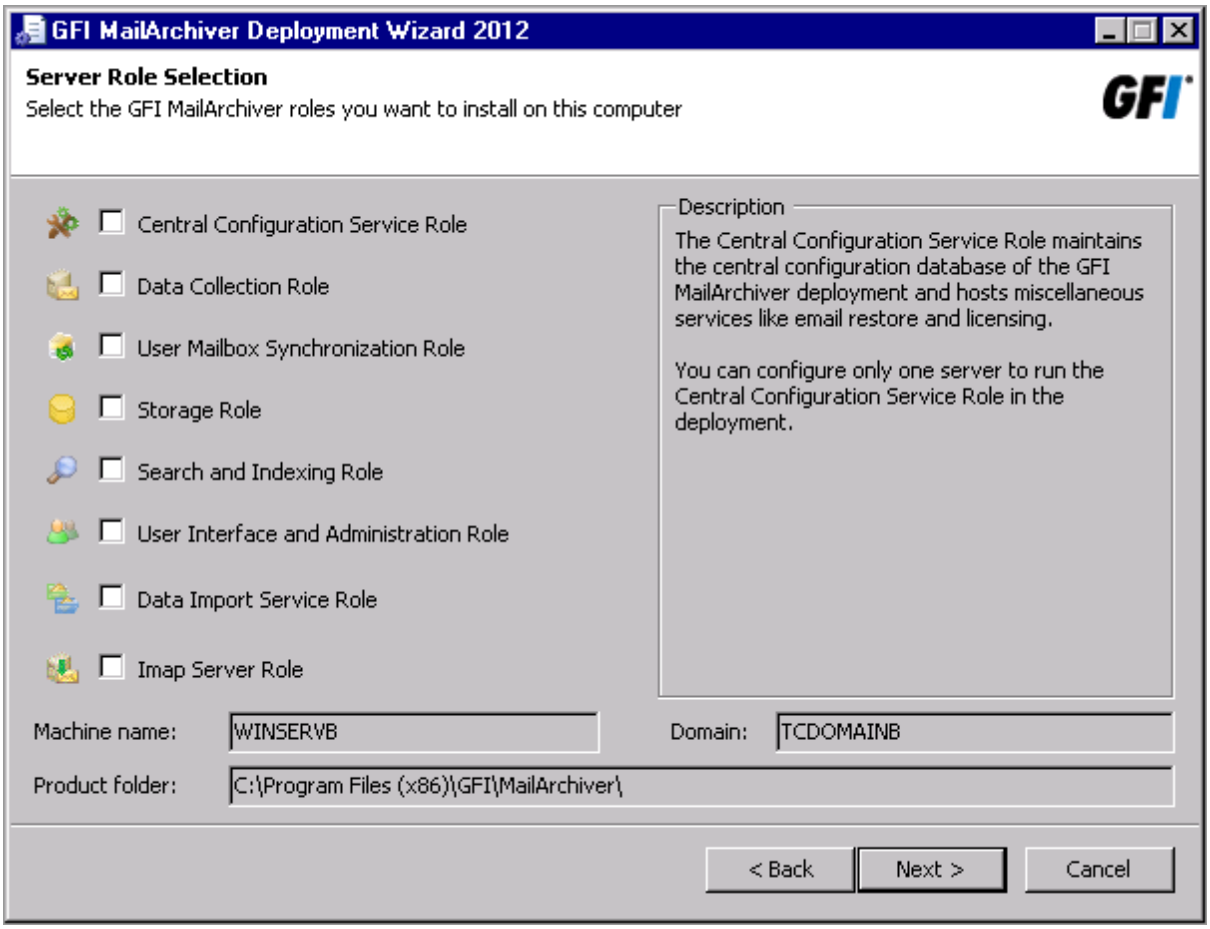
1. From Command Prompt, navigate to:

```
<Program Files Directory>\GFI\MailArchiver\DM\
```

2. Key in **deploymentmanager.exe** and press **Enter**.

Using the Deployment Manager Wizard

1. After launching the Deployment Manager Wizard you are presented with the welcome dialog. Click **Next** to continue.


GFI MailArchiver Deployment Wizard 2012
Server Role Selection
Select the GFI MailArchiver roles you want to install on this computer
GFI
Central Configuration Service Role
Data Collection Role
User Mailbox Synchronization Role
Storage Role
Search and Indexing Role
User Interface and Administration Role
Data Import Service Role
Imap Server Role
Description
The Central Configuration Service Role maintains the central configuration database of the GFI MailArchiver deployment and hosts miscellaneous services like email restore and licensing.
You can configure only one server to run the Central Configuration Service Role in the deployment.
Machine name:
WINSERVB
Domain:
TCDOMAINB
Product folder:
C:\Program Files (x86)\GFI\MailArchiver\
< Back
Next >
Cancel

Screenshot 142: Selecting roles

2. Specify which role(s) will be assigned to the GFI MailArchiver instance on this server and click **Next**.

NOTE

Move the mouse pointer over any role listed in the dialog to view the relevant description for that role.

3. Based on the roles selected in the previous stage, you will be asked to configure some parameters. For information on how to configure roles refer to the next sections. Click **Next** to continue.

4. Specify the Active Directory® credentials under which to run GFI MailArchiver services and click **Next**.

NOTE

GFI MailArchiver services must run under an Active Directory® user account with read/write access privileges on the Microsoft® Exchange Server configuration.

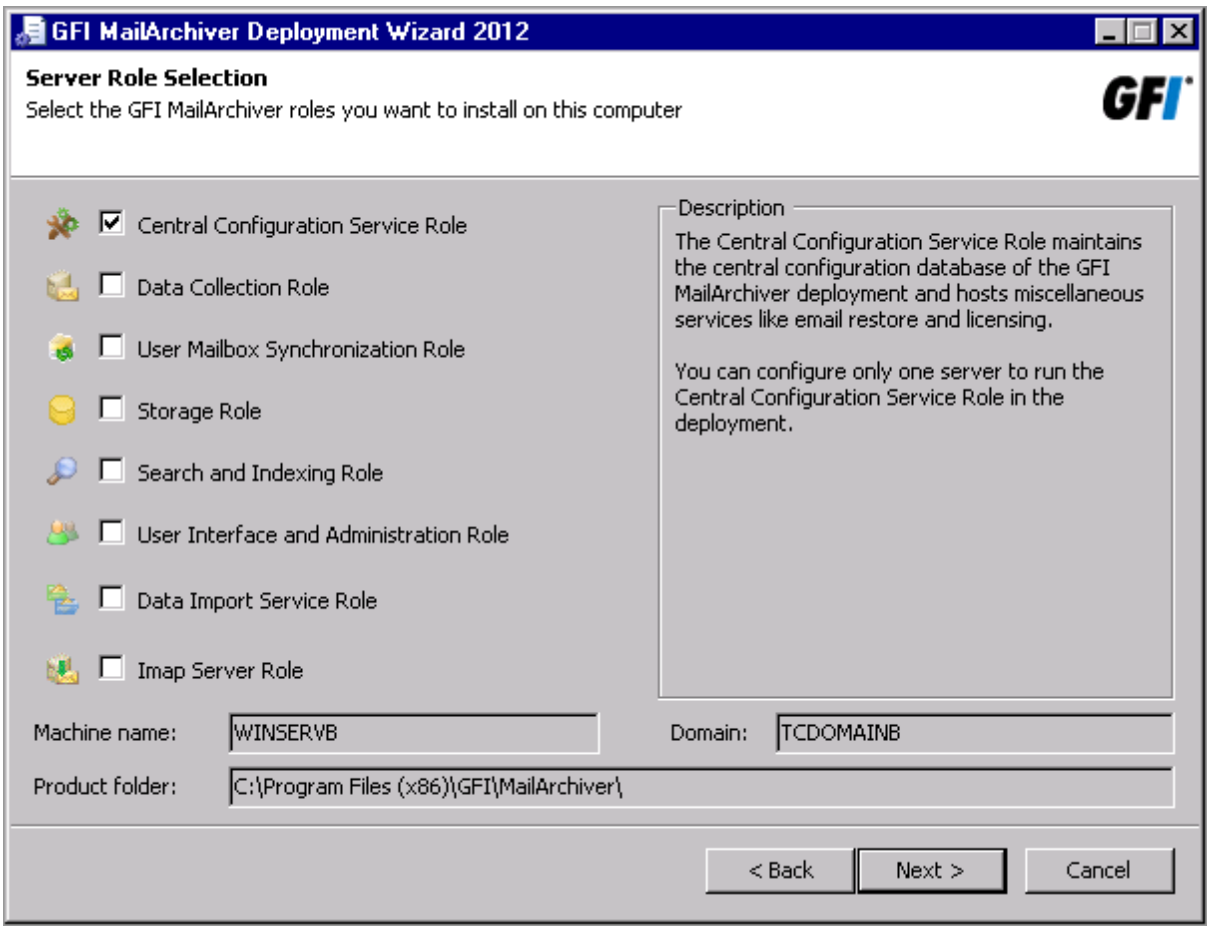
5. Click **Next** to initiate the process and apply all specified parameters.

NOTE

During this process all GFI MailArchiver services need to be stopped and re-started. This occurs automatically and may take minutes to complete.

6. Click **Finish** to finalize your settings and close the Deployment Manager Wizard.

Assigning the Central Configuration Service Role

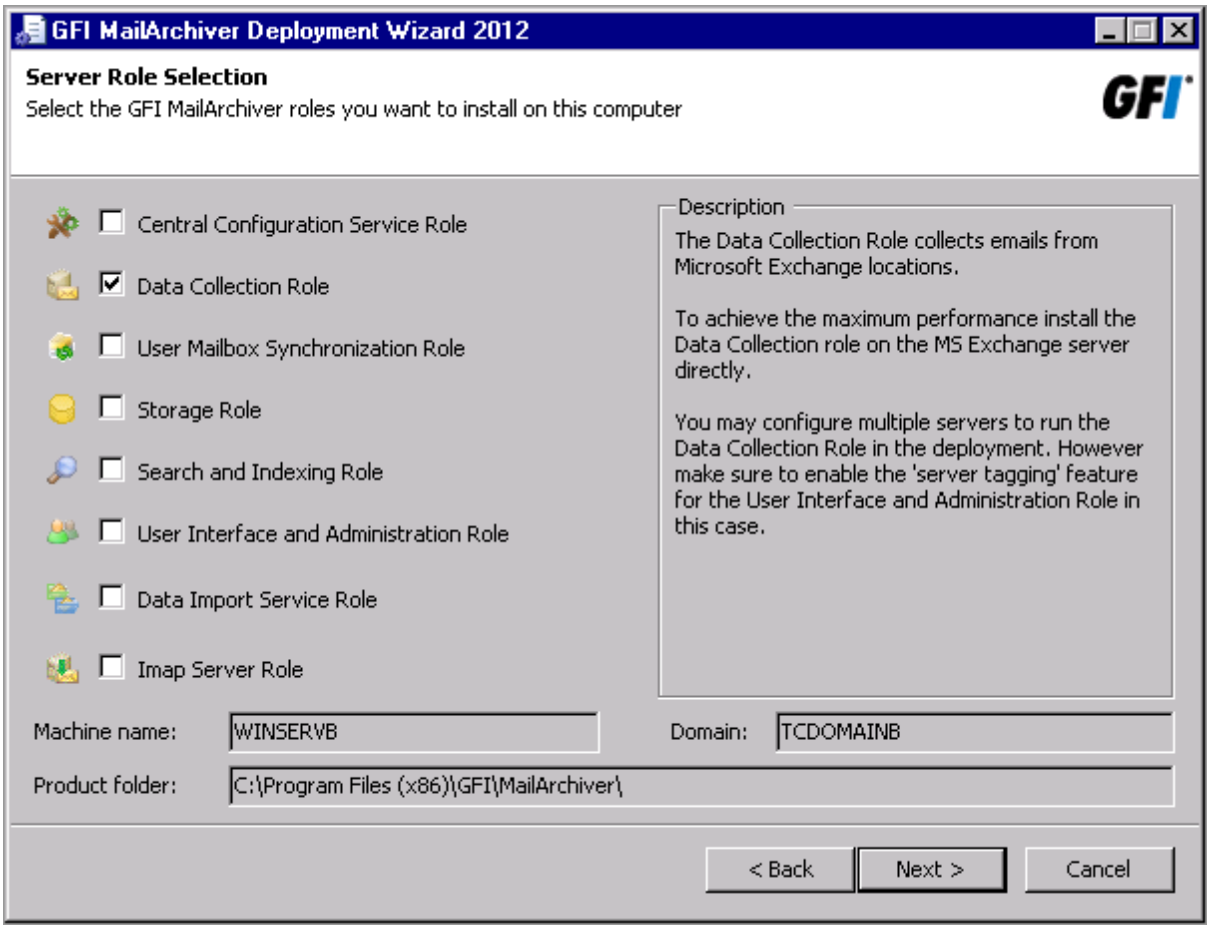

GFI MailArchiver Deployment Wizard 2012
Server Role Selection
Select the GFI MailArchiver roles you want to install on this computer
GFI
Central Configuration Service Role
Data Collection Role
User Mailbox Synchronization Role
Storage Role
Search and Indexing Role
User Interface and Administration Role
Data Import Service Role
Imap Server Role
Description
The Central Configuration Service Role maintains the central configuration database of the GFI MailArchiver deployment and hosts miscellaneous services like email restore and licensing.
You can configure only one server to run the Central Configuration Service Role in the deployment.
Machine name:
WINSERVB
Domain:
TCDOMAINB
Product folder:
C:\Program Files (x86)\GFI\MailArchiver\
< Back
Next >
Cancel

Screenshot 143: Assigning the Central Configuration Service role

To assign the 'Central Configuration Service Role' select the appropriate option from the list of roles in the 'Server Role Selection' dialog.

The server assigned this role maintains the central configuration database of the GFI MailArchiver deployment and hosts miscellaneous services like email restore and licensing. You can only assign the 'Central Configuration Service Role' to one server in the deployment.

Assigning the Data Collection Role


GFI MailArchiver Deployment Wizard 2012
Server Role Selection
Select the GFI MailArchiver roles you want to install on this computer
Central Configuration Service Role
Data Collection Role
User Mailbox Synchronization Role
Storage Role
Search and Indexing Role
User Interface and Administration Role
Data Import Service Role
Imap Server Role
Description
The Data Collection Role collects emails from Microsoft Exchange locations.
To achieve the maximum performance install the Data Collection role on the MS Exchange server directly.
You may configure multiple servers to run the Data Collection Role in the deployment. However make sure to enable the 'server tagging' feature for the User Interface and Administration Role in this case.
Machine name:
WINSERVB
Domain:
TCDOMAINB
Product folder:
C:\Program Files (x86)\GFI\MailArchiver\
< Back
Next >
Cancel

Screenshot 144: Assigning the Data Collection role

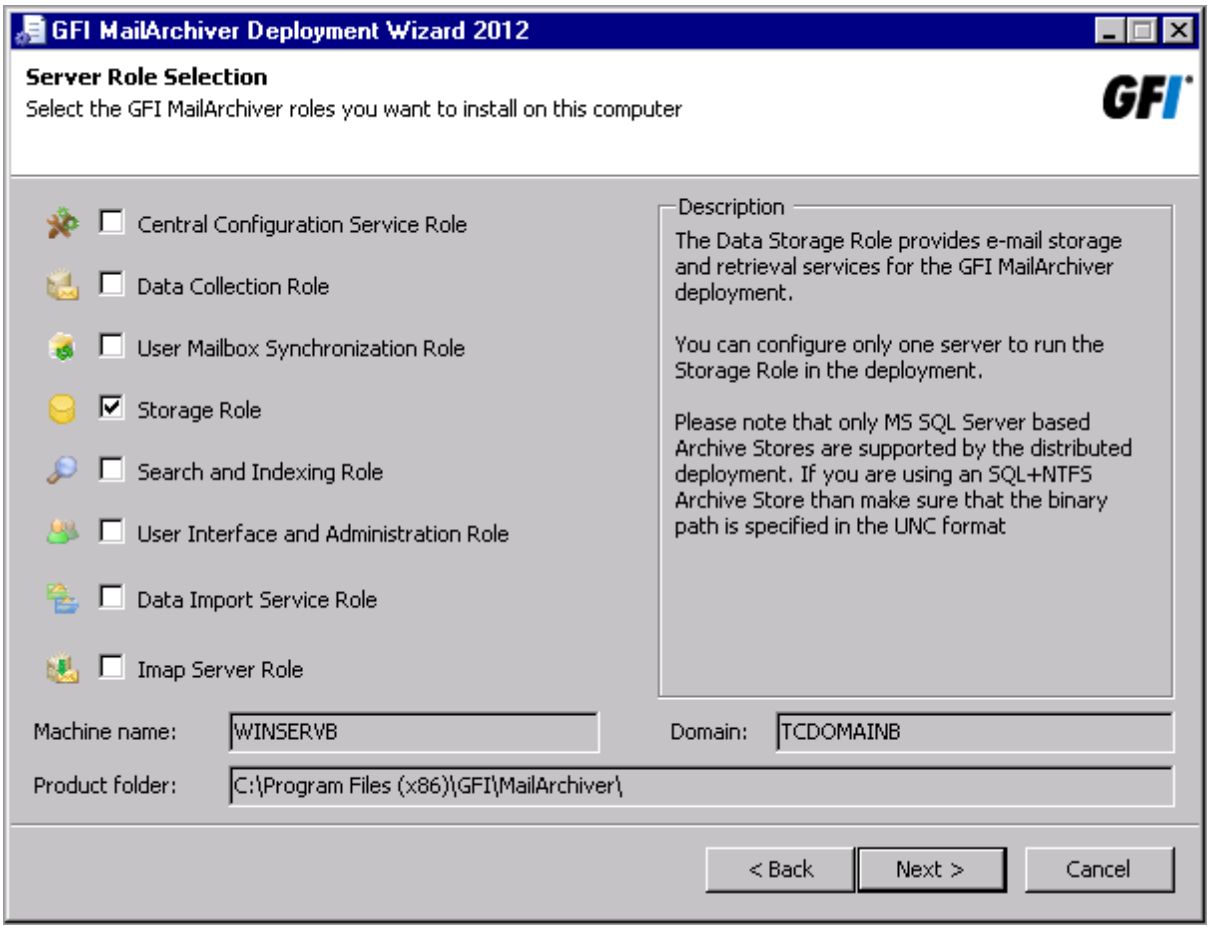
To assign the 'Data Collection Role' select the appropriate option from the list of roles in the 'Server Role Selection' dialog.

The server assigned this role collects emails, to be archived, from Microsoft® Exchange Server locations.

To achieve maximum performance, assign the 'Data Collection Role' to a GFI MailArchiver instance residing directly on the Microsoft® Exchange Server.

You can assign this role to multiple servers in the deployment. However, ensure that the 'server tagging' option is enabled when assigning the 'User Interface and Administration Role'.

Assigning the Storage Role

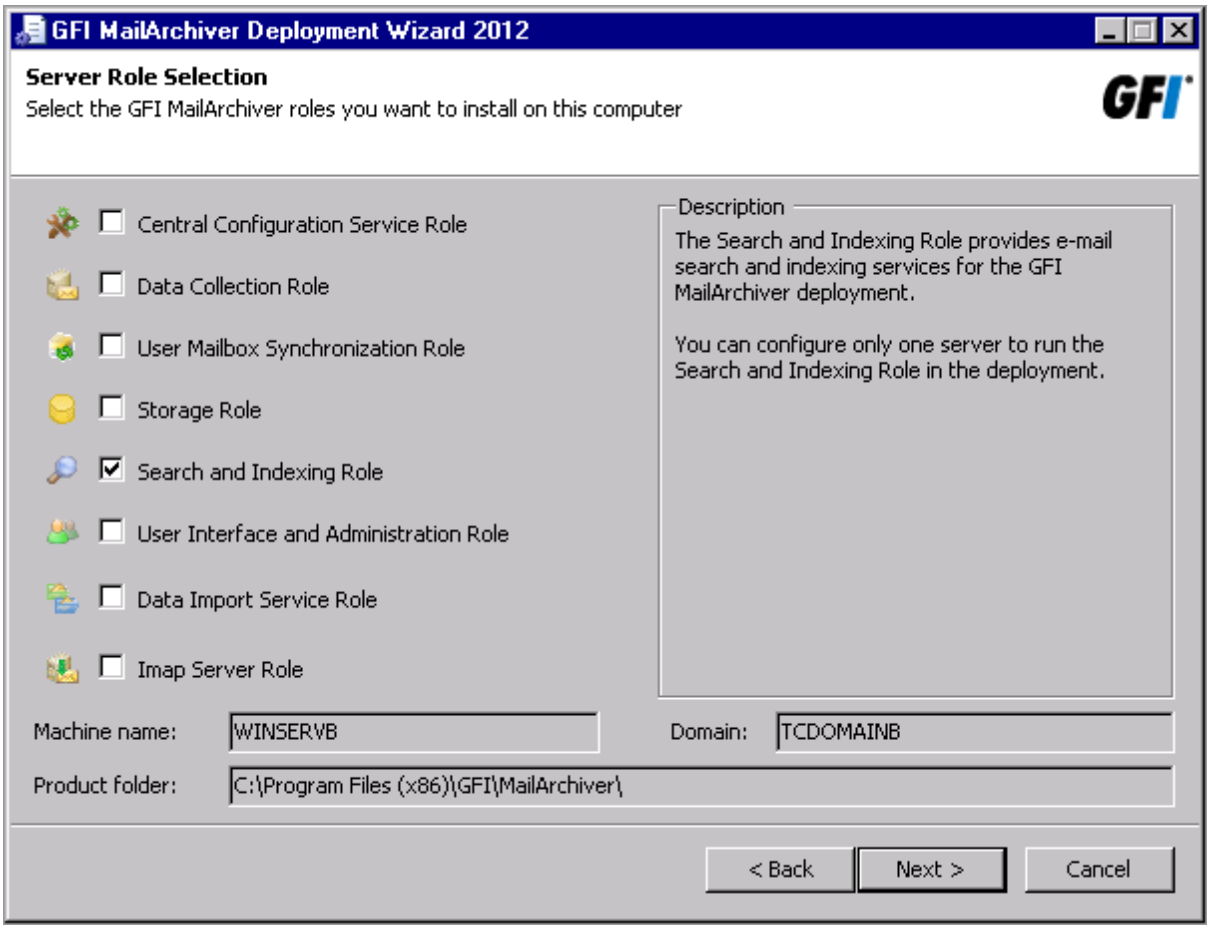

GFI MailArchiver Deployment Wizard 2012
Server Role Selection
Select the GFI MailArchiver roles you want to install on this computer
Central Configuration Service Role
Data Collection Role
User Mailbox Synchronization Role
Storage Role
Search and Indexing Role
User Interface and Administration Role
Data Import Service Role
Imap Server Role
Description
The Data Storage Role provides e-mail storage and retrieval services for the GFI MailArchiver deployment.
You can configure only one server to run the Storage Role in the deployment.
Please note that only MS SQL Server based Archive Stores are supported by the distributed deployment. If you are using an SQL+NTFS Archive Store than make sure that the binary path is specified in the UNC format
Machine name:
WINSERVB
Domain:
TCDOMAINB
Product folder:
C:\Program Files (x86)\GFI\MailArchiver\
< Back
Next >
Cancel

Screenshot 145: Assigning the Storage role

To assign the 'Storage Role' select the appropriate option from the list of roles in the 'Server Role Selection' dialog. The server assigned this role provides email storage and retrieval services.

You can only assign the 'Storage Role' to one server in the deployment.

Assigning the Search and Indexing Role

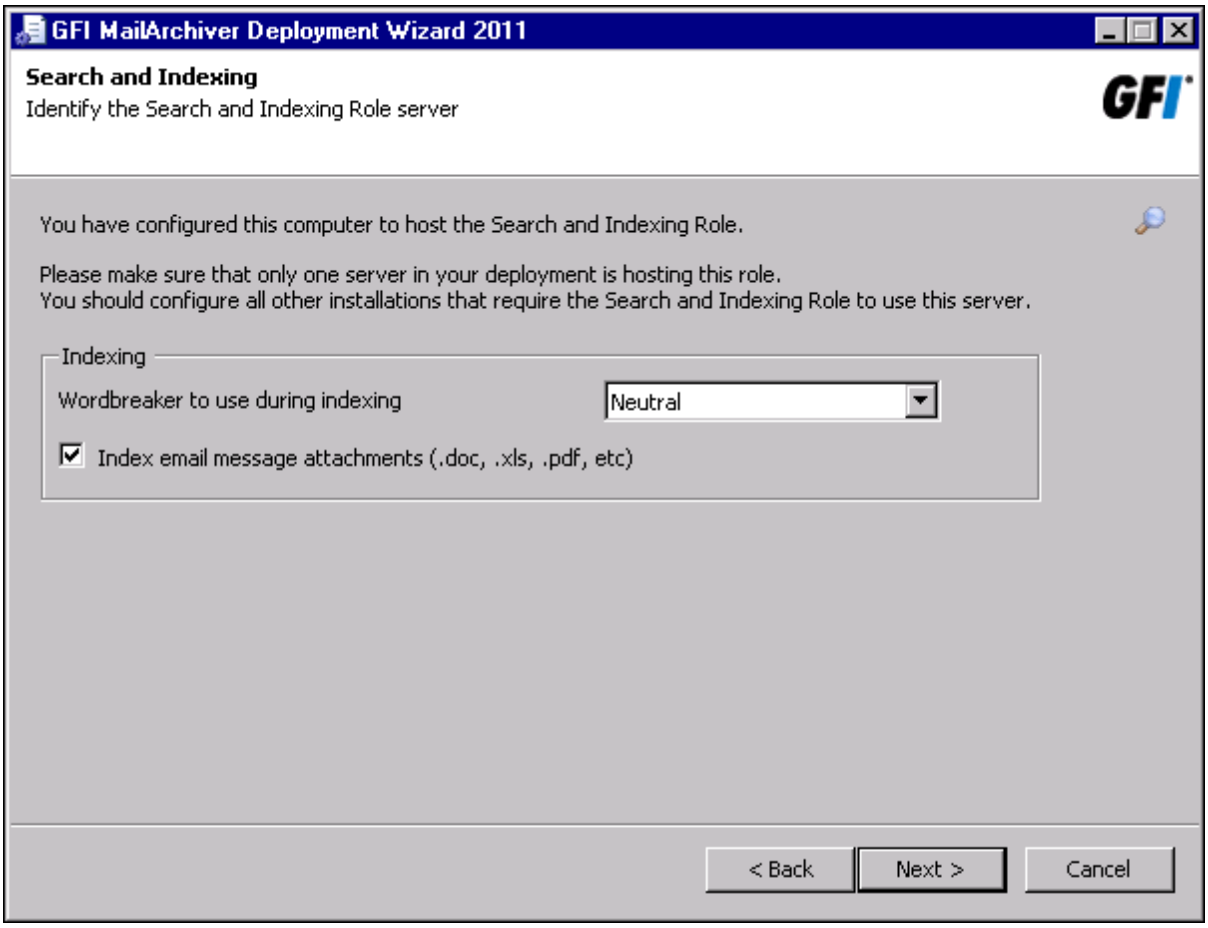

GFI MailArchiver Deployment Wizard 2012
Server Role Selection
Select the GFI MailArchiver roles you want to install on this computer
GFI
Central Configuration Service Role
Data Collection Role
User Mailbox Synchronization Role
Storage Role
Search and Indexing Role
User Interface and Administration Role
Data Import Service Role
Imap Server Role
Description
The Search and Indexing Role provides e-mail search and indexing services for the GFI MailArchiver deployment.
You can configure only one server to run the Search and Indexing Role in the deployment.
Machine name:
WINSERVB
Domain:
TCDOMAINB
Product folder:
C:\Program Files (x86)\GFI\MailArchiver\
< Back
Next >
Cancel

Screenshot 146: Assigning the Search and Indexing role

To assign the 'Search and Indexing Role' select the appropriate option from the list of roles in the 'Server Role Selection' dialog.

The server assigned this role provides email search and indexing services. GFI MailArchiver creates search indexes for each archive store you configure. Each search index automatically indexes new email content archived in the corresponding archive store, to keep the search index updated and enable users to perform precise and fast searches.

You can only assign the 'Search and Indexing Role' to one server in the deployment.

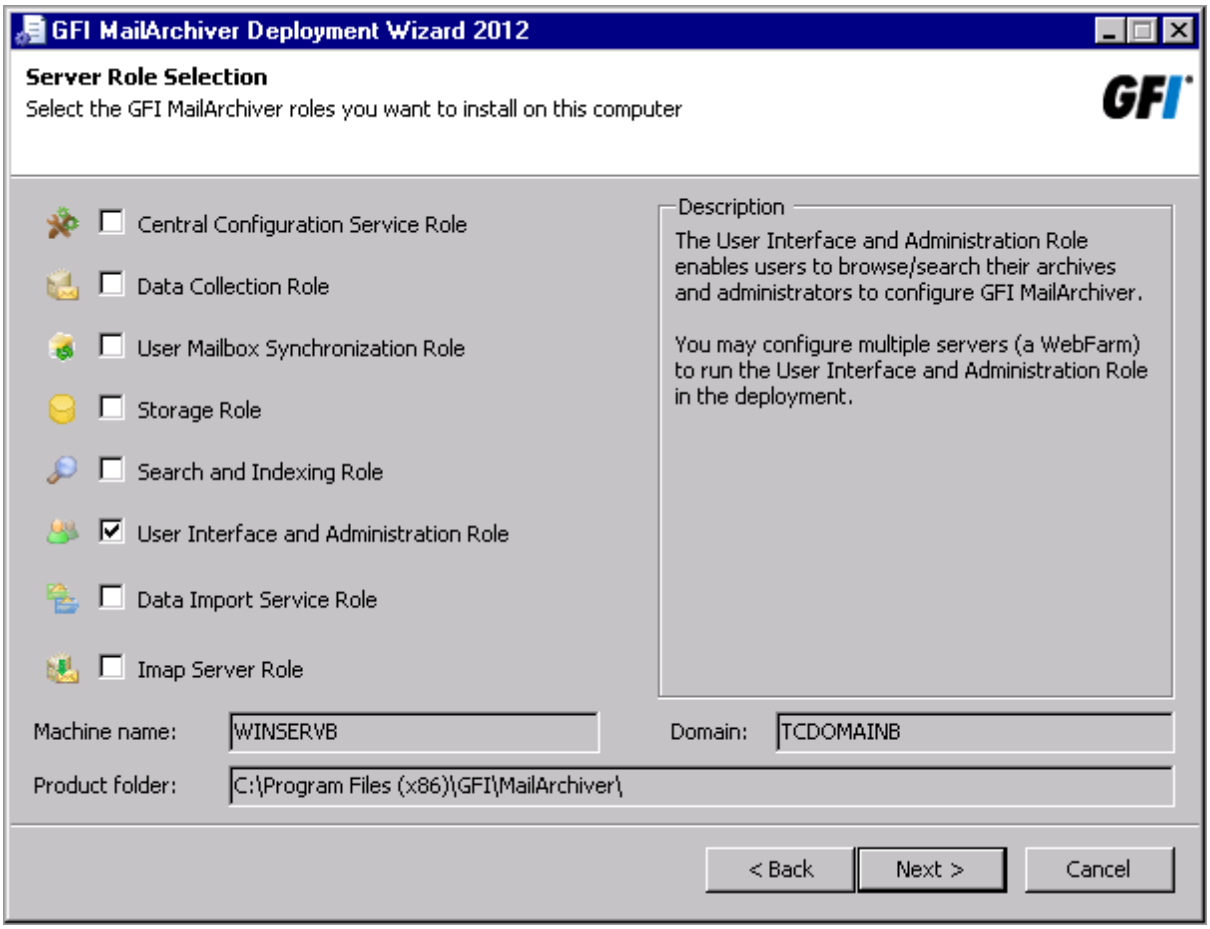

GFI MailArchiver Deployment Wizard 2011
Search and Indexing
Identify the Search and Indexing Role server
GFI
You have configured this computer to host the Search and Indexing Role.
Please make sure that only one server in your deployment is hosting this role.
You should configure all other installations that require the Search and Indexing Role to use this server.
Indexing
Wordbreaker to use during indexing
Neutral
Index email message attachments (.doc, .xls, .pdf, etc)
< Back
Next >
Cancel

Screenshot 147: Specify the word breaker for the Search and Indexing role

You will be prompted to specify the word breaker to use. Word breakers for each language enable the resulting terms to be more accurate for that language. If no word breaker is available for a particular language, the neutral word breaker is used. With the neutral word breaker, words are broken at neutral characters such as spaces and punctuation marks.

Select the indexing option available if you also want to index email message attachments.

Assigning the User Interface and Administration Role

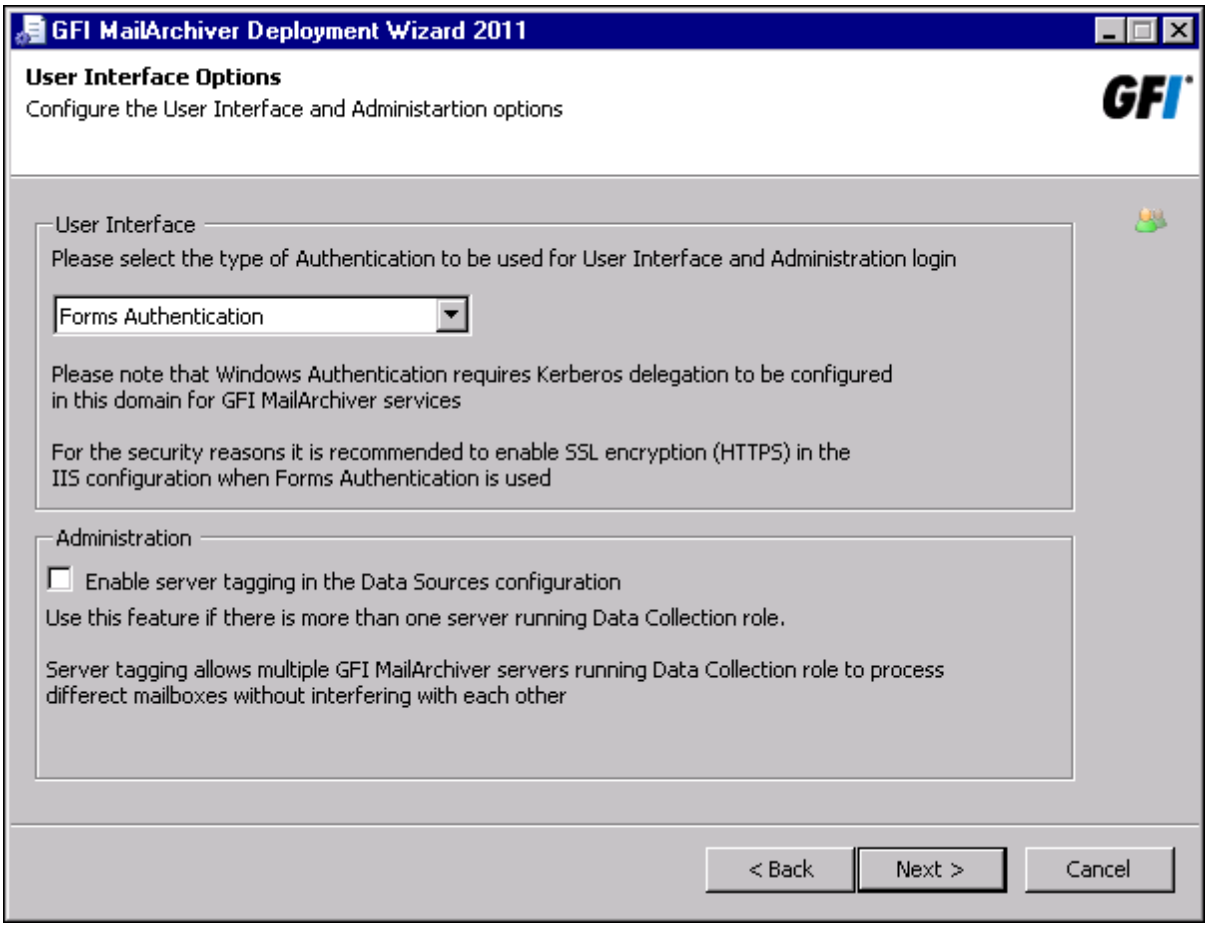

GFI MailArchiver Deployment Wizard 2012
Server Role Selection
Select the GFI MailArchiver roles you want to install on this computer
GFI
Central Configuration Service Role
Data Collection Role
User Mailbox Synchronization Role
Storage Role
Search and Indexing Role
User Interface and Administration Role
Data Import Service Role
Imap Server Role
Description
The User Interface and Administration Role enables users to browse/search their archives and administrators to configure GFI MailArchiver.
You may configure multiple servers (a WebFarm) to run the User Interface and Administration Role in the deployment.
Machine name:
WINSERVB
Domain:
TCDOMAINB
Product folder:
C:\Program Files (x86)\GFI\MailArchiver\
< Back
Next >
Cancel

Screenshot 148: Assigning the User Interface and Administration role

To assign the 'User Interface and Administration Role' select the appropriate option from the list of roles in the 'Server Role Selection' dialog.

The server assigned this role enables users to browse/search their archives and administrators to configure GFI MailArchiver through the management console.

You can assign the 'User Interface and Administration Role' to multiple servers in the deployment.

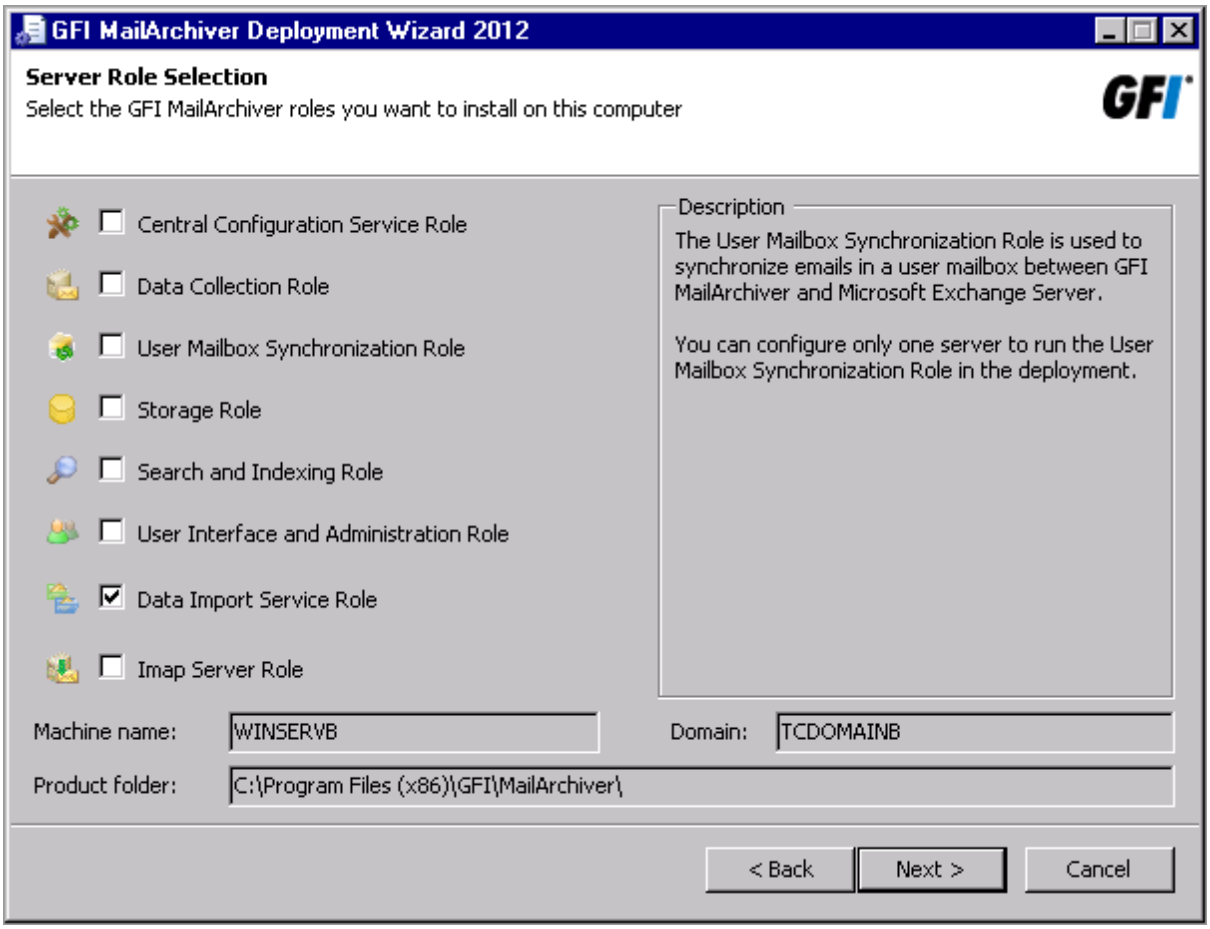

GFI MailArchiver Deployment Wizard 2011
User Interface Options
Configure the User Interface and Administartion options
GFI
User Interface
Please select the type of Authentication to be used for User Interface and Administration login
Forms Authentication
Please note that Windows Authentication requires Kerberos delegation to be configured in this domain for GFI MailArchiver services
For the security reasons it is recommended to enable SSL encryption (HTTPS) in the IIS configuration when Forms Authentication is used
Administration
Enable server tagging in the Data Sources configuration
Use this feature if there is more than one server running Data Collection role.
Server tagging allows multiple GFI MailArchiver servers running Data Collection role to process differect mailboxes without interfering with each other
< Back
Next >
Cancel

Screenshot 149: Specify User Interface and Administration role settings

You will be prompted to specify the authentication method to use (Windows® or Forms) to log in to the GFI MailArchiver management console.

If more than one server is assigned the Data Collection role, select the **Enable server tagging in the Data Sources configuration** option. Server tagging allows multiple GFI MailArchiver instances running the Data Collection role to process different mailboxes without interfering with each other.

Assigning the Data Import Service Role


GFI MailArchiver Deployment Wizard 2012
Server Role Selection
Select the GFI MailArchiver roles you want to install on this computer
Central Configuration Service Role
Data Collection Role
User Mailbox Synchronization Role
Storage Role
Search and Indexing Role
User Interface and Administration Role
Data Import Service Role
Imap Server Role
Description
The User Mailbox Synchronization Role is used to synchronize emails in a user mailbox between GFI MailArchiver and Microsoft Exchange Server.
You can configure only one server to run the User Mailbox Synchronization Role in the deployment.
Machine name:
WINSERVB
Domain:
TCDOMAINB
Product folder:
C:\Program Files (x86)\GFI\MailArchiver\
< Back
Next >
Cancel

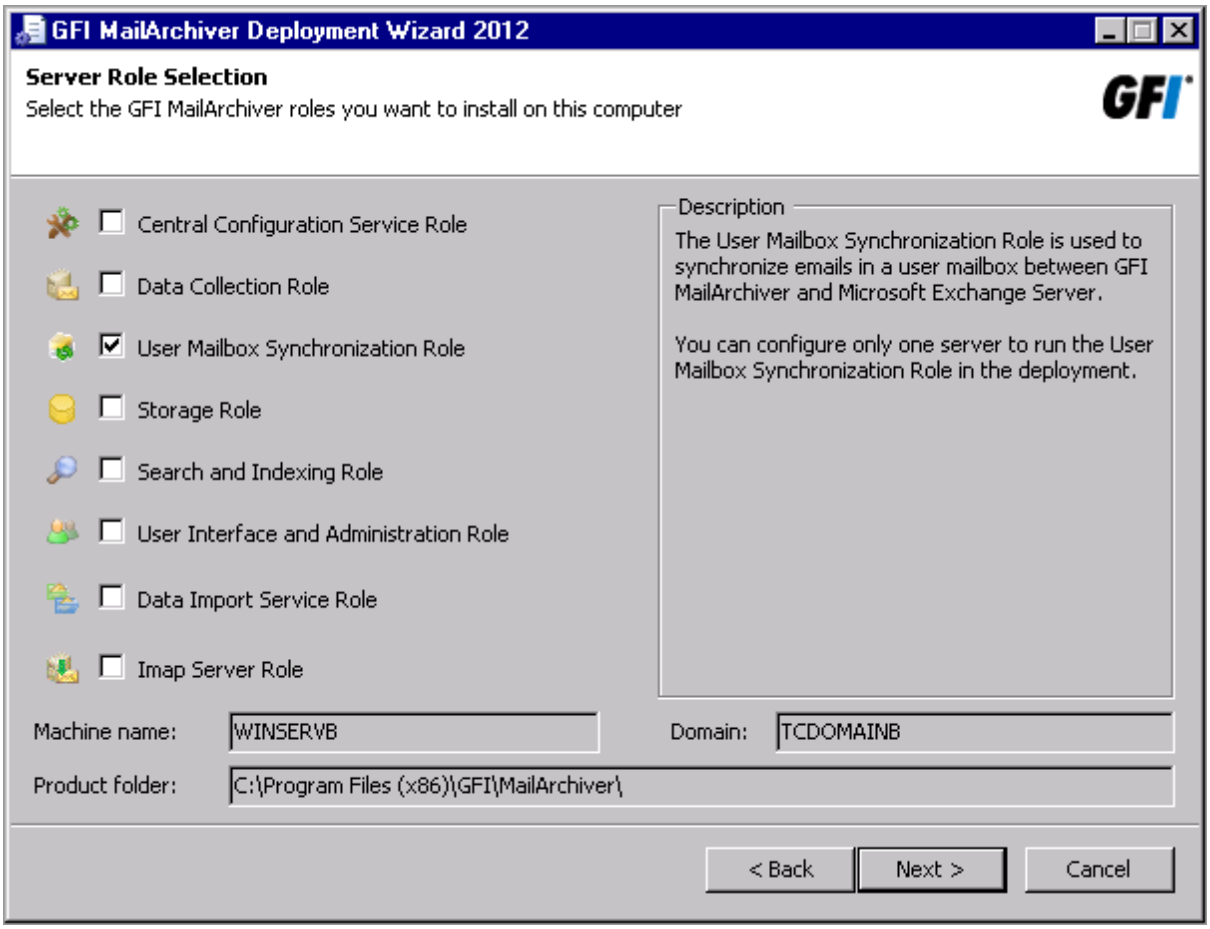
Screenshot 150: Assigning the Data Import Service role

To assign the 'Data Import Service Role' select the appropriate option from the list of roles in the 'Server Role Selection' dialog.

The server assigned this role uploads imported emails to the GFI MailArchiver Archive Stores.

You can assign the 'Data Import Service Role' to multiple servers in the deployment.

14.3.4 Assigning the User Mailbox Synchronization Role

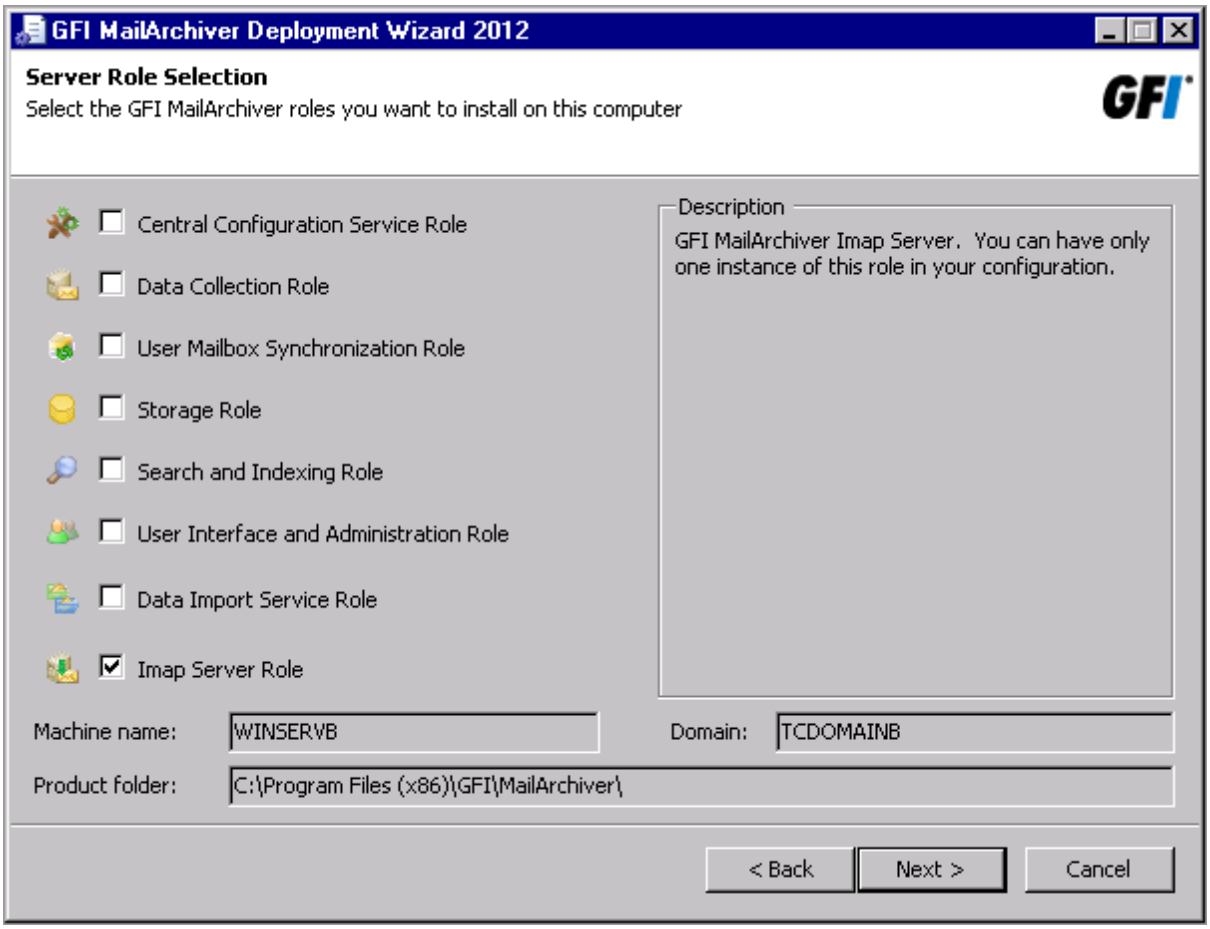

GFI MailArchiver Deployment Wizard 2012
Server Role Selection
Select the GFI MailArchiver roles you want to install on this computer
GFI
Central Configuration Service Role
Data Collection Role
User Mailbox Synchronization Role
Storage Role
Search and Indexing Role
User Interface and Administration Role
Data Import Service Role
Imap Server Role
Description
The User Mailbox Synchronization Role is used to synchronize emails in a user mailbox between GFI MailArchiver and Microsoft Exchange Server.
You can configure only one server to run the User Mailbox Synchronization Role in the deployment.
Machine name:
WINSERVB
Domain:
TCDOMAINB
Product folder:
C:\Program Files (x86)\GFI\MailArchiver\
< Back
Next >
Cancel

Screenshot 151: Assigning the Data Import Service role

To assign the 'User Mailbox synchronization Role' select the appropriate option from the list of roles in the 'Server Role Selection' dialog.

The User Mailbox Synchronization role is used to synchronize emails in a user mailbox between GFI MailArchiver and Microsoft® Exchange Server. You can configure only one server to run the User Mailbox Synchronization Role in the deployment.

14.3.5 Assigning the IMAP Server Role



Screenshot 152: Assigning the IMAP Server role

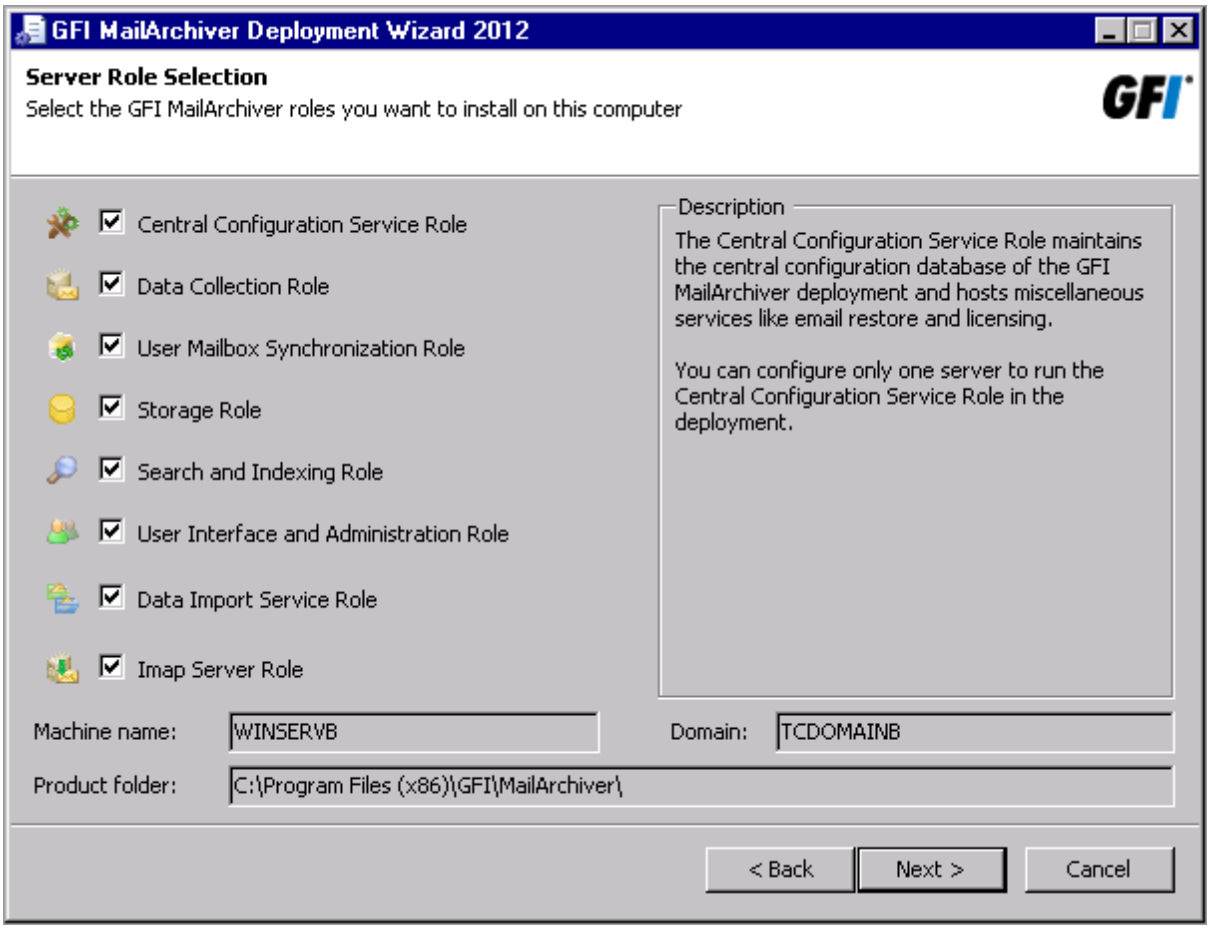
To assign the 'IMAP Server Role' select the appropriate option from the list of roles in the 'Server Role Selection' dialog.

NOTE

The **IMAP Server Role** must be on the same machine where **Storage Role** is configured.

The IMAP Server role enables IMAP email clients to connect to GFI MailArchiver and download archived emails to their devices. You can configure only one instance of this role in the deployment.

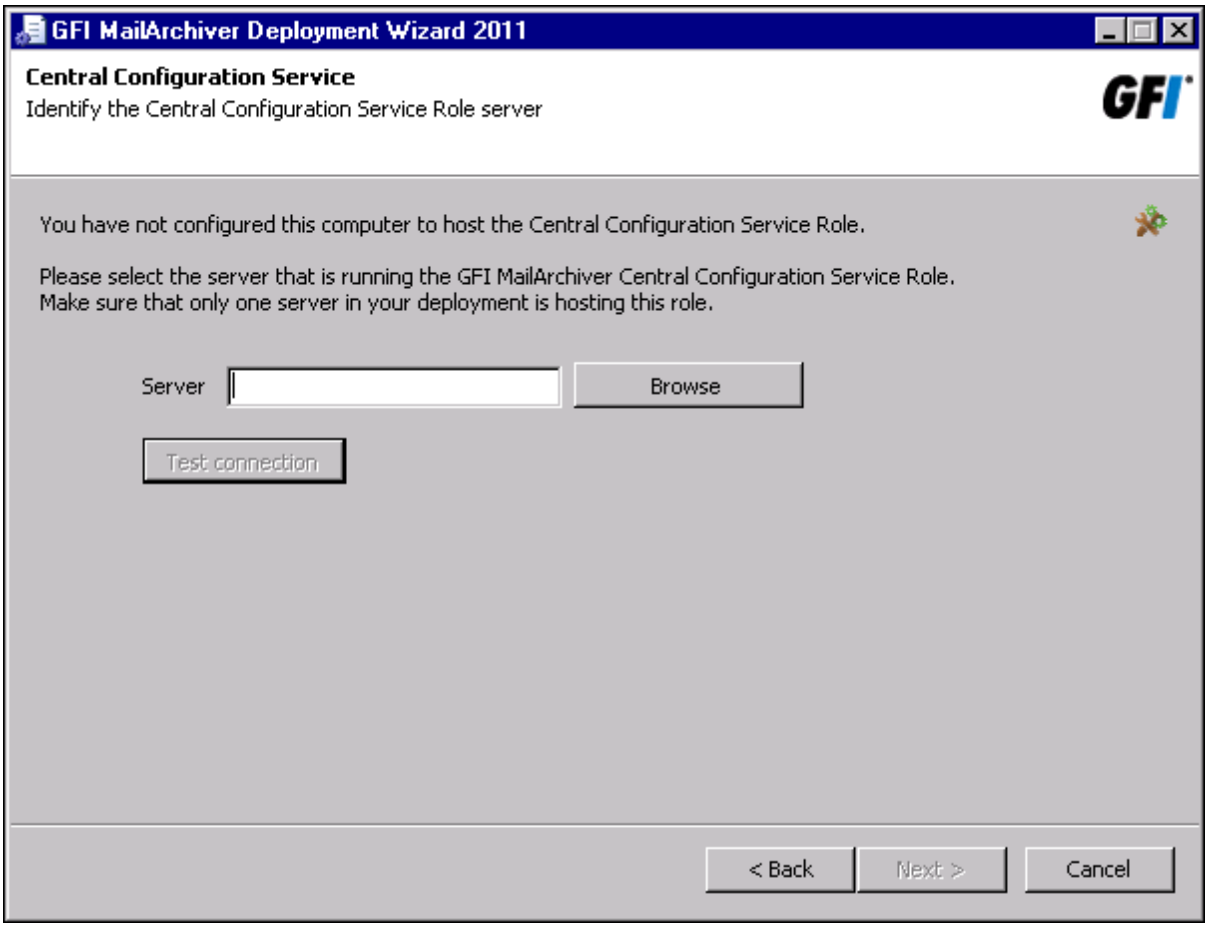
14.3.6 Assigning Multiple Roles to a Server


GFI MailArchiver Deployment Wizard 2012
Server Role Selection
Select the GFI MailArchiver roles you want to install on this computer
GFI
Central Configuration Service Role
Data Collection Role
User Mailbox Synchronization Role
Storage Role
Search and Indexing Role
User Interface and Administration Role
Data Import Service Role
Imap Server Role
Description
The Central Configuration Service Role maintains the central configuration database of the GFI MailArchiver deployment and hosts miscellaneous services like email restore and licensing.
You can configure only one server to run the Central Configuration Service Role in the deployment.
Machine name:
WINSERVB
Domain:
TCDOMAINB
Product folder:
C:\Program Files (x86)\GFI\MailArchiver\
< Back
Next >
Cancel

Screenshot 153: Assigning multiple roles

A GFI MailArchiver instance may be assigned more than one role. To assign the required roles, select the appropriate options from the list of roles in the 'Server Role Selection' dialog.

Identifying the Central Configuration Service Role Server

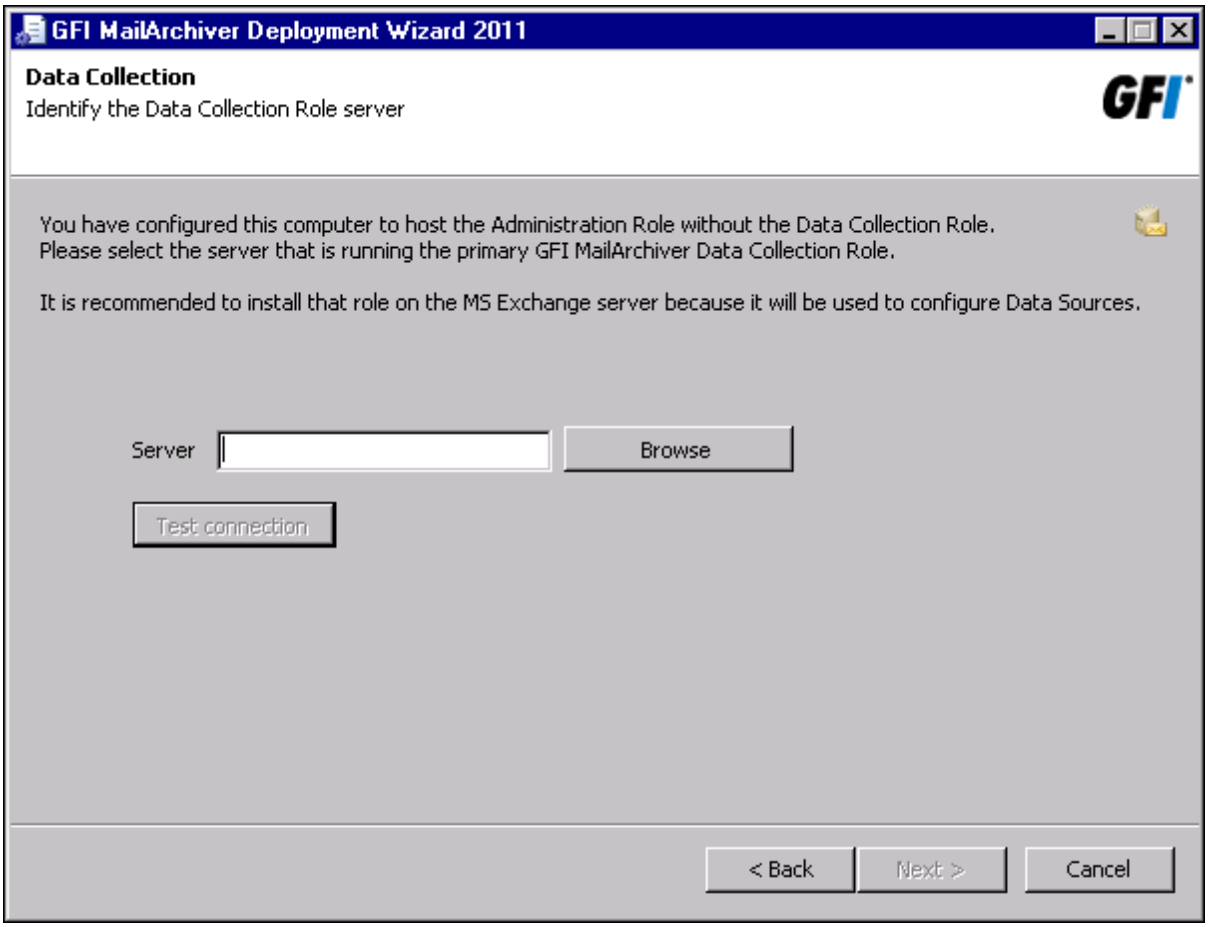

GFI MailArchiver Deployment Wizard 2011
Central Configuration Service
Identify the Central Configuration Service Role server
GFI
You have not configured this computer to host the Central Configuration Service Role.
Please select the server that is running the GFI MailArchiver Central Configuration Service Role.
Make sure that only one server in your deployment is hosting this role.
Server
Browse
Test connection
< Back
Next >
Cancel

Screenshot 154: Identifying the Central Configuration Service Role server

If you are assigning a role other than the 'Central Configuration Service Role' to a GFI MailArchiver instance, you are prompted to identify the server that has been assigned that role.

Click **Test connection** to verify that the 'Central Configuration Service Role' server you specified is accessible.

Identifying the Data Collection Role Server

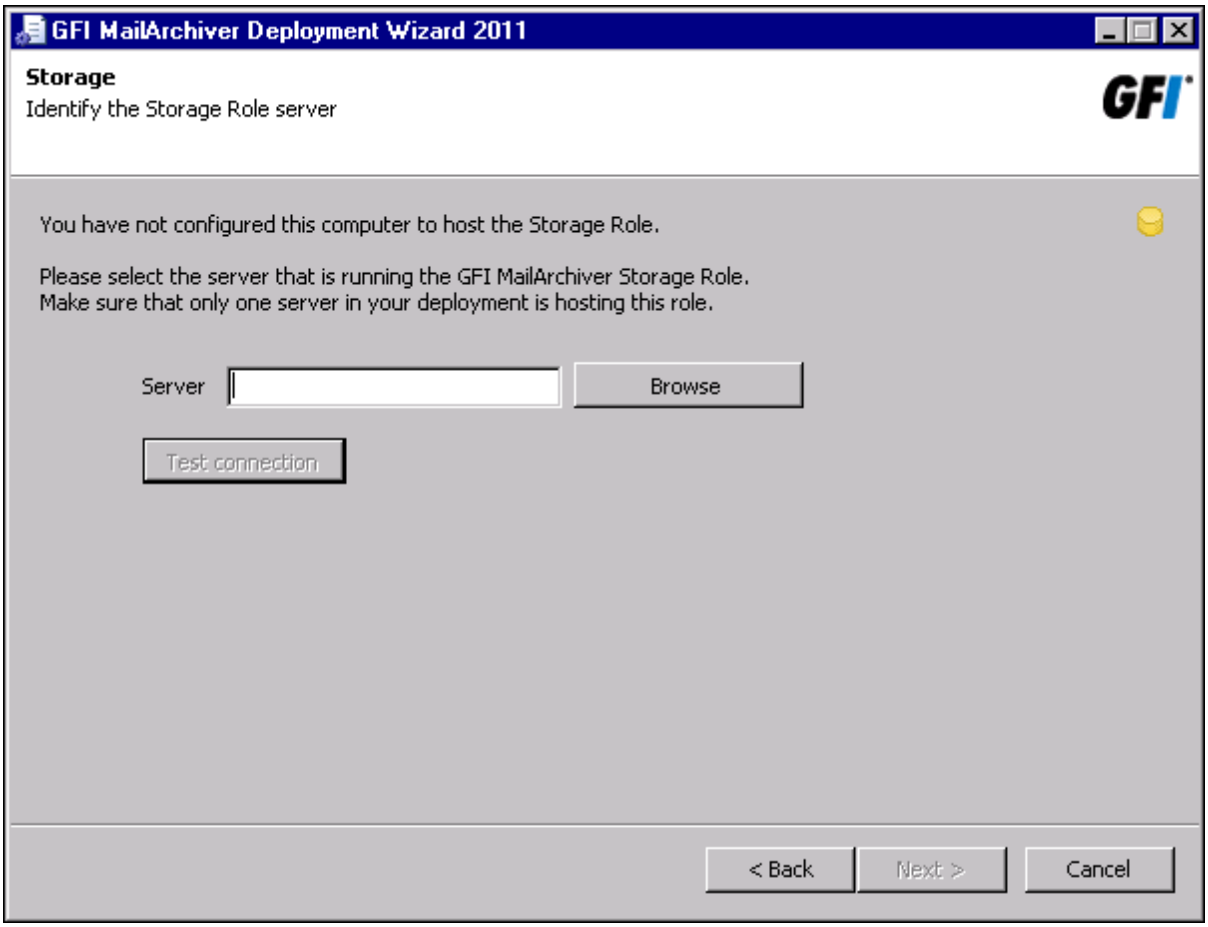

GFI MailArchiver Deployment Wizard 2011
Data Collection
Identify the Data Collection Role server
GFI
You have configured this computer to host the Administration Role without the Data Collection Role.
Please select the server that is running the primary GFI MailArchiver Data Collection Role.
It is recommended to install that role on the MS Exchange server because it will be used to configure Data Sources.
Server
Browse
Test connection
< Back
Next >
Cancel

Screenshot 155: Identifying the Data Collection Role server

If you are assigning the 'User Interface and Administration Role' to a GFI MailArchiver instance, but not the 'Data Collection Role' to the same instance, you are prompted to identify the server with the 'Data Collection Role'.

Click **Test connection** to verify that the 'Data Collection Role' server you specified is accessible.

14.3.7 Identifying the Storage Role Server

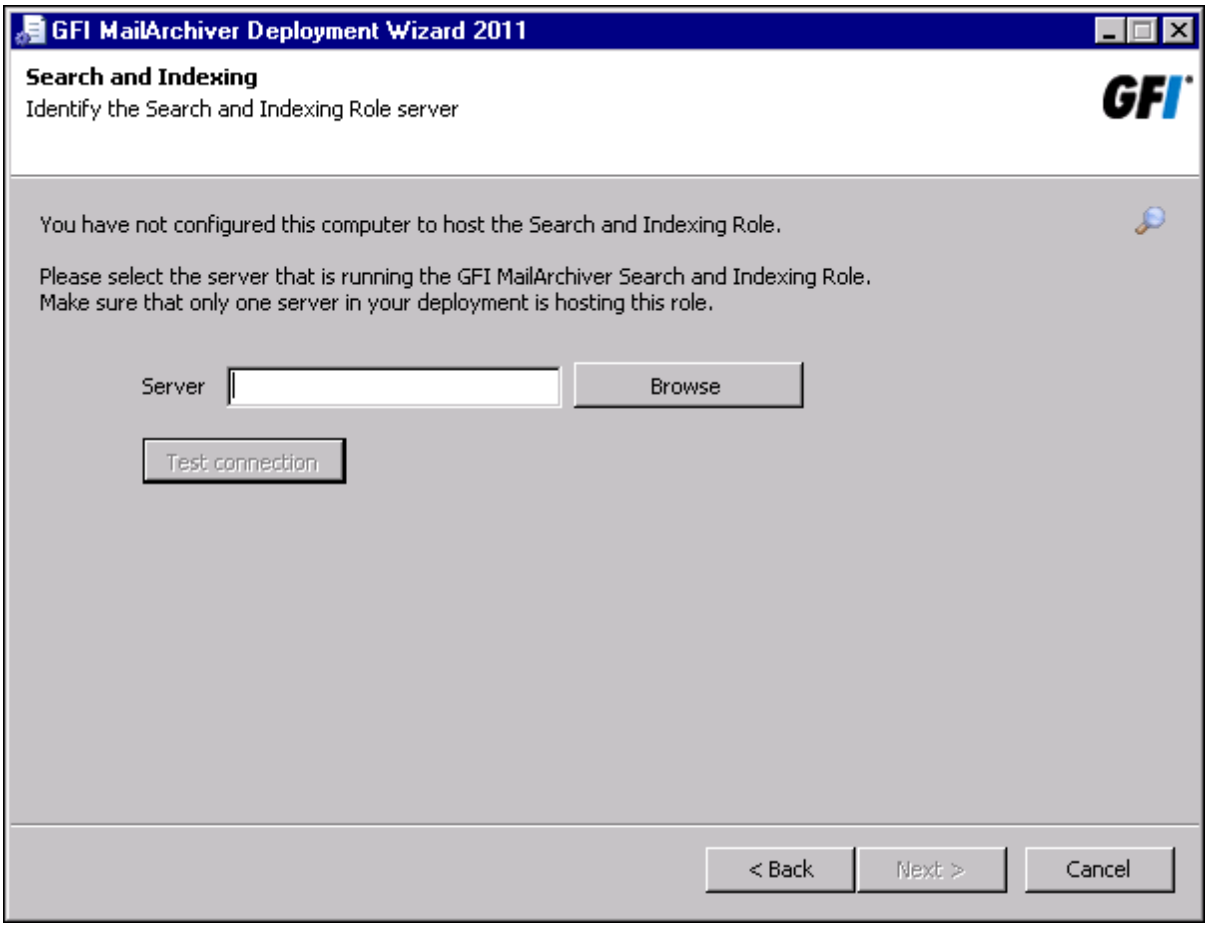

GFI MailArchiver Deployment Wizard 2011
Storage
Identify the Storage Role server
GFI
You have not configured this computer to host the Storage Role.
Please select the server that is running the GFI MailArchiver Storage Role.
Make sure that only one server in your deployment is hosting this role.
Server
Browse
Test connection
< Back
Next >
Cancel

Screenshot 156: Identifying the Storage Role server

If you are assigning a role other than the 'Storage Role' to a GFI MailArchiver instance, you are prompted to identify the server that has been assigned that role.

Click **Test connection** to verify that the 'Storage Role' server you specified is accessible.

14.3.8 Identifying the Search and Indexing Role Server


GFI MailArchiver Deployment Wizard 2011
Search and Indexing
Identify the Search and Indexing Role server
GFI
You have not configured this computer to host the Search and Indexing Role.
Please select the server that is running the GFI MailArchiver Search and Indexing Role.
Make sure that only one server in your deployment is hosting this role.
Server
Browse
Test connection
< Back
Next >
Cancel

Screenshot 157: Identifying the Search and Indexing Role server

If you are assigning a role other than the 'Search and Indexing Role' to a GFI MailArchiver instance, you are prompted to identify the server which has been assigned that role.

Click **Test connection** to verify that the 'Search and Indexing Role' server you specified is accessible.

14.3.9 Recommended Deployment Scenario

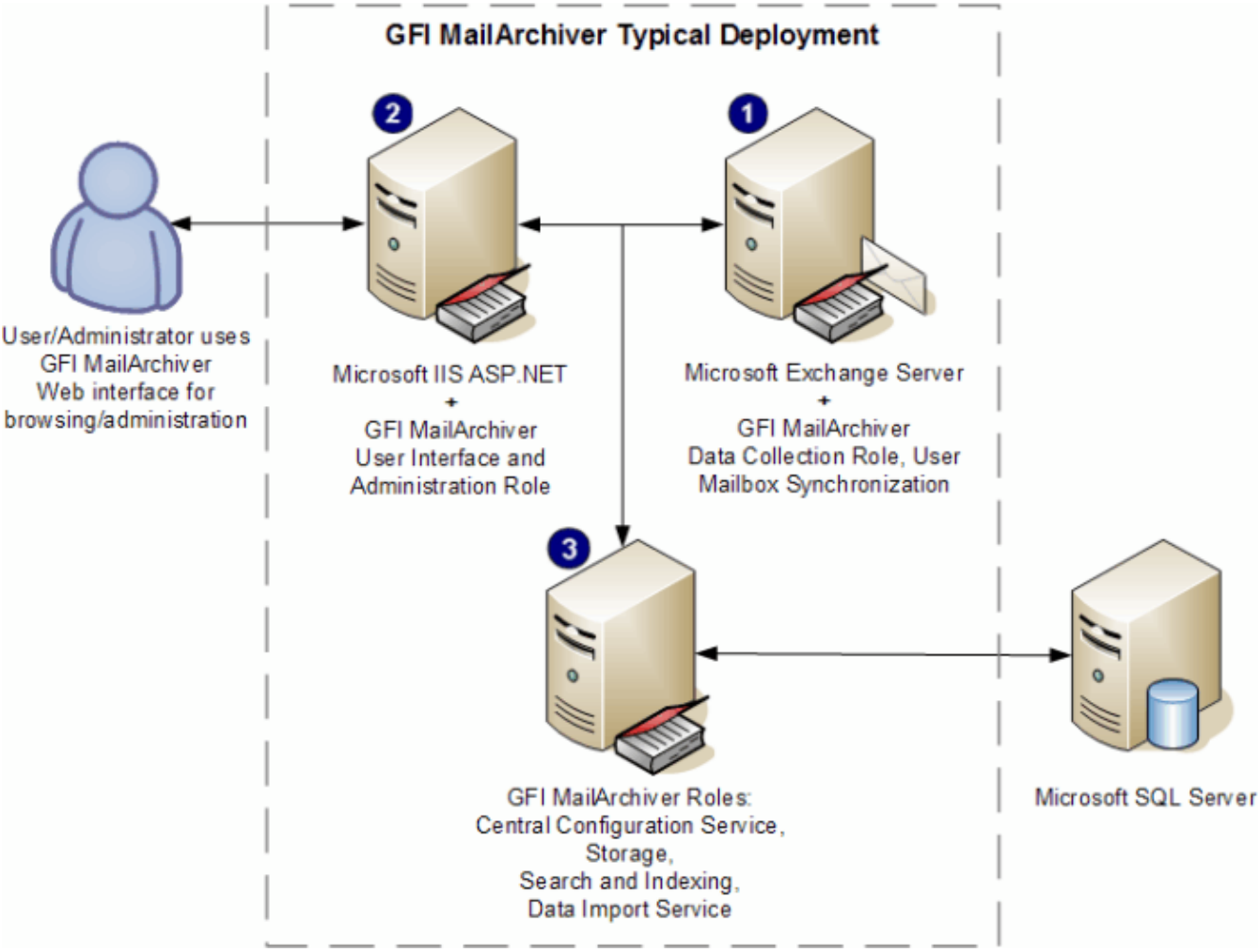

GFI MailArchiver Typical Deployment
2
1
User/Administrator uses GFI MailArchiver Web interface for browsing/administration
Microsoft IIS ASP.NET
+
GFI MailArchiver User Interface and Administration Role
Microsoft Exchange Server
+
GFI MailArchiver Data Collection Role, User Mailbox Synchronization
3
GFI MailArchiver Roles: Central Configuration Service, Storage, Search and Indexing, Data Import Service
Microsoft SQL Server

Figure 4 - Deployment scenario

This is the recommended scenario for a GFI MailArchiver distributed deployment. In this scenario, an organization will be deploying three GFI MailArchiver instances. Each instance is installed on a separate server, with each server fulfilling roles as shown in the following table:

Table 97: Deployment scenario

SERVER ID	ROLE
1	» Data Collection » User Mailbox Synchronization
2	» User Interface and Administration
3	» Central Configuration Service » Storage » Search and Indexing » Data Import Service

NOTE

To achieve maximum performance, assign the 'Data Collection Role' and the User Mailbox synchronization roles to a GFI MailArchiver instance residing directly on the Microsoft® Exchange Server with the journaling mailbox.

These are the steps to follow for this deployment:

1. Install GFI MailArchiver on each server.

2. Execute the Deployment Manager Wizard on each of the three servers to assign roles to the GFI MailArchiver instances. The roles should be assigned in the order as listed in the 'Executing the Deployment Manager Wizard on each instance' section of this chapter. Run the Deployment Manager Wizard in the order as shown in the following table:

Table 98: Deployment order

SERVER ID ORDER	DEPLOYMENT MANAGER WIZARD
3	Run Wizard to assign the following roles: » Central Configuration Service » Storage » Search and Indexing » Data Import Service
1	Run Wizard to assign the Data Collection role and User Mailbox synchronization roles.
2	Run Wizard to assign the User Interface and Administration role

3. Configure GFI MailArchiver through the management console, accessed from Server ID 2, which is the server with the User Interface and Administration role.

Alternative Scenario

Another recommended scenario is to deploy servers with the following GFI MailArchiver roles:

- Server 1:
  - Central Configuration Service
  - Storage
- Server 2:
  - Search and Indexing
- Server 3:
  - Data Collection
  - User Mailbox synchronization

NOTE

To achieve maximum performance, assign the Data Collection role to a GFI MailArchiver instance residing directly on the Microsoft® Exchange Server with the journaling mailbox.

NOTE

You can have multiple servers assigned with the Data Collection role.

- Server 4:
  - User Interface and Administration
- Server 5 (Temporary server):
  - Data Import Service

NOTE

This temporary server can be used when past emails (before GFI MailArchiver was installed) from PST files will be imported into the Archive Stores. Importing past emails is normally a one-time process, thus the temporary nature of this server.

14.4 Uninstall Information

To uninstall GFI MailArchiver:

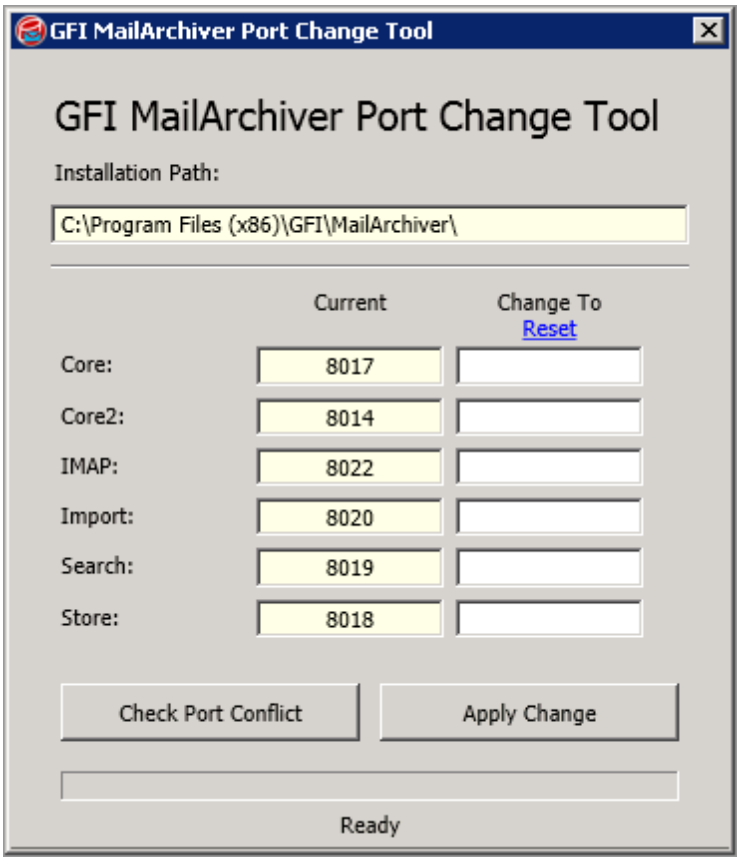
1. Click **Start > Control Panel > Programs > Uninstall a Program**.
2. Select GFI MailArchiver from the list, and click **Uninstall**.
3. When **Are you sure you want to uninstall GFI MailArchiver 2012?** appears, click **Yes**.
4. On completion, click **Finish**.

15 Appendix 3 - Using the Port Changing Tool

The Port Changing Tool enables you to check for port conflicts on the server where GFI MailArchiver is installed and change remoting ports quickly and easily.

IMPORTANT

After upgrading GFI MailArchiver from a previous version, port numbers are reverted back to their original default setting, so you will need to run the Port Changing Tool again.



Screenshot 158: Port Changing Tool user interface

To use the Port Changing Tool:

1. Launch the tool from **Program Files > GFI\MailArchiver > Tools > PortChange** and click **PortChange.exe**

NOTE

Fields with a yellow background denote contents are read-only and cannot be changed.

2. Click **Check Port Conflict** to identify any ports on your machine that are being used by another application. The tool stops and restarts GFI MailArchiver services during this process. If a conflict is identified, the conflicting port number is marked in red. Ports without conflict are marked in green.

3. Type a new value in the **Change To** field of the port you want to update, then click **Apply Change**. The tool checks again for any port conflicts with the newly entered value and applies the change.

4. (Optional) If you need to restore default port numbers on the GFI MailArchiver machine, click **Reset**, then click **Apply Change**.

16 Index

A

Access Control 62, 98, 132-133, 149, 227

Access control auditing report 149

Active Directory 19, 29, 58, 66, 68, 70, 72, 80, 83, 85, 87, 89, 132, 156, 164, 174, 219, 239, 254, 274, 276

archive 28, 36, 42, 57, 62, 94, 100-101, 103-104, 108, 110, 116-120, 122-124, 126-129, 132, 141, 144, 165, 239, 247

Archived emails auditing report 149

Auditing reports 146, 149

B

Bulk import auditing report 149

C

categorization policies 56

Central Configuration Service Role 277

Configure archive store 31-32, 34, 36

D

Data Collection Role 278

Data Import Service Role 284

Data integrity auditing report 150

Data leakage prevention auditing report 150

database 20, 24-28, 32, 34, 37, 116-117, 119, 123-124, 126, 128-129, 131, 134, 147, 188, 194, 251, 257, 261, 266, 277

Database activity auditing 146-147, 149

database schema 49, 130

Database settings 18, 20, 22

Documentation 183, 224

E

envelope journaling 242, 256, 265

export 17, 49, 185-187, 189, 193-196, 215, 229

F

Firebird 19, 25-26, 34-35, 49, 118, 120, 124, 128-129, 134, 146

Firewall port settings 18, 21

Full Access Group 132

G

GFI MailArchiver Import Service 231

GFI MailInsights

- Generating reports 63

Glossary 234

H

headers 25, 33, 56, 58, 118, 134, 158, 166, 219, 231

I

IIS 19, 22, 136, 226

IMAP 19, 21, 23, 29, 44, 48, 93, 98, 103, 134, 136, 156, 175, 177-183, 275

Internet Explorer 19, 136, 158, 229

J

Journal Mailbox

- choosing a hournaling method 24, 42, 101, 103-104, 239, 261

journaling 16, 24, 40, 42, 46, 49, 95, 99-101, 104, 239, 245, 251, 256, 261, 265, 269, 293

K

Knowledge Base 224

L

labeling 56, 98

license agreement 29, 50

License Key 31-32, 50-51, 93, 98

M

mailboxes 25, 33, 43, 53-54, 62, 98, 102, 108, 110-112, 118, 132-133, 151, 175, 185-189, 193, 195, 218, 222, 242, 248, 268-270, 283

Microsoft Exchange 2003 187, 193

Microsoft Exchange 2007 187

Microsoft Exchange 2010 187

Microsoft Exchange server 24-25, 42, 47, 202, 232, 251, 256

Microsoft SQL Server 21, 25, 27, 33, 38, 124, 131, 147

O

OneClick Restore 56, 215

P

PowerShell 188-189, 193

R

Rebuilding a search index 122

recipient 24, 58, 106, 141, 145, 219, 247, 252, 258-259, 262, 267-269

Retention policies 64, 137-138, 142, 150, 174, 270

Retention policy auditing report 150

Role-based Deployment 272-274

S

Search and Indexing Role 280

Search Index 35, 40, 119-124, 126, 128-129

SQL Server 19-21, 25, 27-28, 33, 36, 49, 118, 120, 124, 126, 128-129, 131, 146-147, 150, 230, 274

Storage role 275

System requirements

Hardware 18, 23, 49, 157, 165, 274

T

Technical support 224

Time Zone 224

U

user access control 132

User audit trail auditing report 150

User interaction auditing 148

User Interface and Administration Role 278

User preferences 90

W

Web Forum 224

X

x64 20, 29, 50

x86 29, 50, 157, 165

USA, CANADA AND CENTRAL AND SOUTH AMERICA

15300 Weston Parkway, Suite 104 Cary, NC 27513, USA

Telephone: +1 (888) 243-4329

Fax: +1 (919) 379-3402

ussales@gfi.com

UK AND REPUBLIC OF IRELAND

Magna House, 18-32 London Road, Staines-upon-Thames, Middlesex, TW18 4BP, UK

Telephone: +44 (0) 870 770 5370

Fax: +44 (0) 870 770 5377

sales@gfi.com

EUROPE, MIDDLE EAST AND AFRICA

GFI House, San Andrea Street, San Gwann, SGN 1612, Malta

Telephone: +356 2205 2000

Fax: +356 2138 2419

sales@gfi.com

AUSTRALIA AND NEW ZEALAND

83 King William Road, Unley 5061, South Australia

Telephone: +61 8 8273 3000

Fax: +61 8 8273 3099

sales@gfiap.com

GFI®